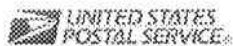


OFFICE NAME: Carolina WV

DOCKET #: 1357079 - 26563

1. Request/approval to study for discontinuance.
2. Notice (If appropriate) to Headquarters of suspension.
3. Notice (If appropriate) to customers/district personnel of suspension
4. Highway map with community highlighted
5. Eviction notice (If appropriate)
6. Building inspection report and original photos of deficiencies (If appropriate)
7. Post Office and community photos
8. PS Form 150, Postmaster Workload Information
9. Worksheet for calculating work service credit
10. Window transaction record
11. Record of incoming mail
12. Record of dispatched mail
13. Administrative postmaster/OIC comments
14. Inspection Service/local law enforcement vandalism reports
15. Post Office fact sheet
16. Community fact sheet
17. Alternate service options/cost analysis
18. Form 4920, Post Office fact sheet
19. Recommendation and Service Replacement Type
20. Questionnaire instruction letter to postmaster/OIC
21. Cover letter, questionnaire, and enclosure
22. Returned customer questionnaires and Postal Service response letters
23. Analysis of questionnaires
24. Community meeting roster
25. Community meeting analysis
26. Community meeting letter
27. Petition and Postal Service response letter (If appropriate)
28. Congressional inquiry and Postal Service response letter (If appropriate)
29. Proposal checklist
30. District notification to Government Affairs
31. Instructions to postmaster/OIC to post proposal
32. Invitation for comments exhibit
33. Proposal exhibit
34. Comment form exhibit
35. Instruction for postmaster/OIC to remove proposal
36. Round-date stamped proposals and invitations for comments from affected offices
37. Notification of taking proposal and comments under internal consideration
38. Proposal comments and Postal Service response letters
39. Premature PRC appeal and Postal Service response letter (If appropriate)
40. Analysis of comments
41. Revised proposal (If appropriate)

42. Updated PS Form 4920 (If appropriate)
43. Certification of record
44. Log of Post Office discontinuance actions
45. Transmittal to Vice President, Delivery and Retail, from manager, Customer Service and Sales
46. Headquarters' acknowledgment of receipt of record
47. Final determination transmittal letter from Headquarters
48. Instruction letter to postmaster/OIC on posting
49. Round date stamped final determination
50. Postal Bulletin Post Office Change Announcement
51. Vice President, Delivery and Retail instruction letter



02/04/2011

ROBERT CAVINDER  
DISTRICT MANAGER  
APPALACHIAN PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the 1st congressional district.

Post Office Name:	CAROLINA
Zip+4 Code:	26563-9998
EAS Level:	11
Finance Number:	551350
County:	Marion
Proposed Admin Office:	WORTHINGTON PO
ADMIN Miles Away:	1.8
Near Office Name:	IDAMAY PO
Near Miles Away:	1.6
Number of Customers:	
Post Office Box:	185
General Delivery:	0
Rural Route (RR):	0
Highway Contract Route (HCR):	0
Intermediate RR:	0
Intermediate HCR:	0
City Delivery:	0
Total Customers:	185
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code

The above office became vacant when the postmaster retired on 04/01/2010.

Workload and revenue has declined with the small number of customers and minimal number of daily retail transactions. The Postal Service feels continued operations of the Carolina post office may not be warranted. The close proximity of the Idamay post office and rural delivery within the community will continue to provide a maximum degree of regular and effective service.

KEVIN CLARK  
Manager, Post Office Operations

Approval to Study for Discontinuance:

ROBERT CAVINDER  
DISTRICT MANAGER  
APPALACHIAN PFC

02/04/2011  
DATE

cc: Area Manager, Public Affairs and Communication



Docket: 1357079

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: CAROLINA State: WV Zip Code: 26563  
Area: EASTERN District: APPALACHIAN PFC  
Congressional District: 1st County: Marion  
EAS Grade: 11 Finance Number: 551350  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Paul Bradshaw  
Title: APPALACHIAN PFC Post Office Review Coordinator  
Tele No: (304) 561-1251

Date: 05/10/2011  
Fax No: (304) 561-1209





NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: CAROLINA State: WV Zip Code: 26563  
Area: EASTERN District: APPALACHIAN PFC  
Congressional District: 1st County: Marion  
EAS Grade: 11 Finance Number: 551350  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Paul Bradshaw  
Title: APPALACHIAN PFC Post Office Review Coordinator  
Tele No: (304) 561-1251

Date: 05/10/2011  
Fax No: (304) 561-1209



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# Post Office™ Locations

[PRINT](#) | [BACK](#)

## Post Office™ Locations near 26563



- |  |  |   |
|--|--|---|
| <p><b>1</b> <b>Post Office™</b><br/> <b>Location -</b><br/> <b>CAROLINA</b><br/>           33 MAIN ST<br/>           CAROLINA, WV<br/>           26563-9998<br/>           (800) ASK-USPS<br/>           (800) 275-8777<br/>           (304) 287-2442</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;">0.1 mi</div>       | <p><b>Business Hours</b><br/>           Mon-Fri<br/>           7:30am-12:00pm<br/>           12:30pm-4:00pm<br/>           Sat<br/>           8:00am-9:45am<br/>           Sun<br/>           closed</p> | <p><b>Services</b><br/> <a href="#">PO Boxes Online</a></p> <p>Service hours may vary. Please check link for business hours.</p>  |
| <p><b>2</b> <b>Post Office™</b><br/> <b>Location -</b><br/> <b>FARMINGTON</b><br/>           3003 MAIN ST<br/>           FARMINGTON, WV<br/>           26571-9998<br/>           (800) ASK-USPS<br/>           (800) 275-8777<br/>           (304) 825-1105</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;">0.5 mi</div> | <p><b>Business Hours</b><br/>           Mon-Fri<br/>           8:00am-12:30pm<br/>           1:30pm-4:00pm<br/>           Sat<br/>           8:30am-10:30am<br/>           Sun<br/>           closed</p> | <p><b>Services</b><br/> <a href="#">PO Boxes Online</a></p> <p>Service hours may vary. Please check link for business hours.</p>  |
| <p><b>3</b> <b>Post Office™</b><br/> <b>Location -</b><br/> <b>IDAMAY</b><br/>           MAIN &amp; 2ND STS<br/>           IDAMAY, WV 26576<br/>           (800) ASK-USPS<br/>           (800) 275-8777<br/>           (304) 287-2756</p> <div style="border: 1px solid black; padding: 2px; width: fit-content;">1.4 mi</div>                       | <p><b>Business Hours</b><br/>           Mon-Fri<br/>           7:30am-12:00pm<br/>           12:30pm-4:00pm<br/>           Sat<br/>           8:00am-9:45am<br/>           Sun<br/>           closed</p> | <p><b>Services</b><br/> <a href="#">PO Boxes Online</a><br/> <a href="#">Automated Postal Centers®</a></p> <p>Service hours may vary. Please check link for business hours.</p> |

- 4 **Post Office™**  
**Location - FOUR STATES**  
 84 4 STATES RD  
 FOUR STATES, WV  
 26572-9998  
 (800) ASK-USPS  
 (800) 275-8777  
 (304) 287-2420  
 1.9 mi
- Business Hours**  
 Mon-Fri  
 8:00am-12:00pm  
 12:30pm-4:30pm  
 Sat  
 9:00am-10:45am  
 Sun  
 closed
- Services**  
[PO Boxes Online](#)  
 Service hours may vary. Please  
 check link for business hours.

- 5 **Post Office™**  
**Location - WORTHINGTON**  
 287 MAIN ST  
 WORTHINGTON, WV  
 26591-9998  
 (800) ASK-USPS  
 (800) 275-8777  
 (304) 287-2789  
 2.2 mi
- Business Hours**  
 Mon-Fri  
 7:30am-11:30am  
 12:00pm-4:00pm  
 Sat  
 8:00am-10:30am  
 Sun  
 closed
- Services**  
[PO Boxes Online](#)  
 Service hours may vary. Please  
 check link for business hours.

## Post Office™ Locations near 26563

### By City

CAROLINA FARMINGTON IDAMAY FOUR STATES WORTHINGTON

### By ZIP Code

26571 26576 26572 26591 26587 26582 26568 26463 26431 26578  
 26559 26554 26361 26574 26560 26570 26386 26566 26588 26586

## People and Business Search Find people and businesses at WhitePages.com

### People Search

Search for a person and  
 perform a reverse lookup  
 on phone numbers and  
 addresses.

### Business Search

Search for a business by name or  
 category nationwide.

### Reverse Phone Number

See who is calling you



Eviction Notice

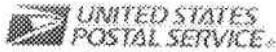
A. Office

Name: CAROLINA State: WV Zip Code: 26563  
Area: EASTERN District: APPALACHIAN PFC  
Congressional District: 1st County: Marion  
EAS Grade: 11 Finance Number: 551350  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Paul Bradshaw  
Title: APPALACHIAN PFC Post Office Review Coordinator  
Tele No: (304) 561-1251

Date: 04/20/2011  
Fax No: (304) 561-1209



Building Inspection Report

A. Office

Name: CAROLINA State: WV Zip Code: 26563  
Area: EASTERN District: APPALACHIAN PFC  
Congressional District: 1st County: Marion  
EAS Grade: 11 Finance Number: 551350  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no building inspection report nor photos for this office

Prepared by: Paul Bradshaw  
Title: APPALACHIAN PFC Post Office Review Coordinator  
Tele No: (304) 561-1251

Date: 04/20/2011  
Fax No: (304) 561-1209

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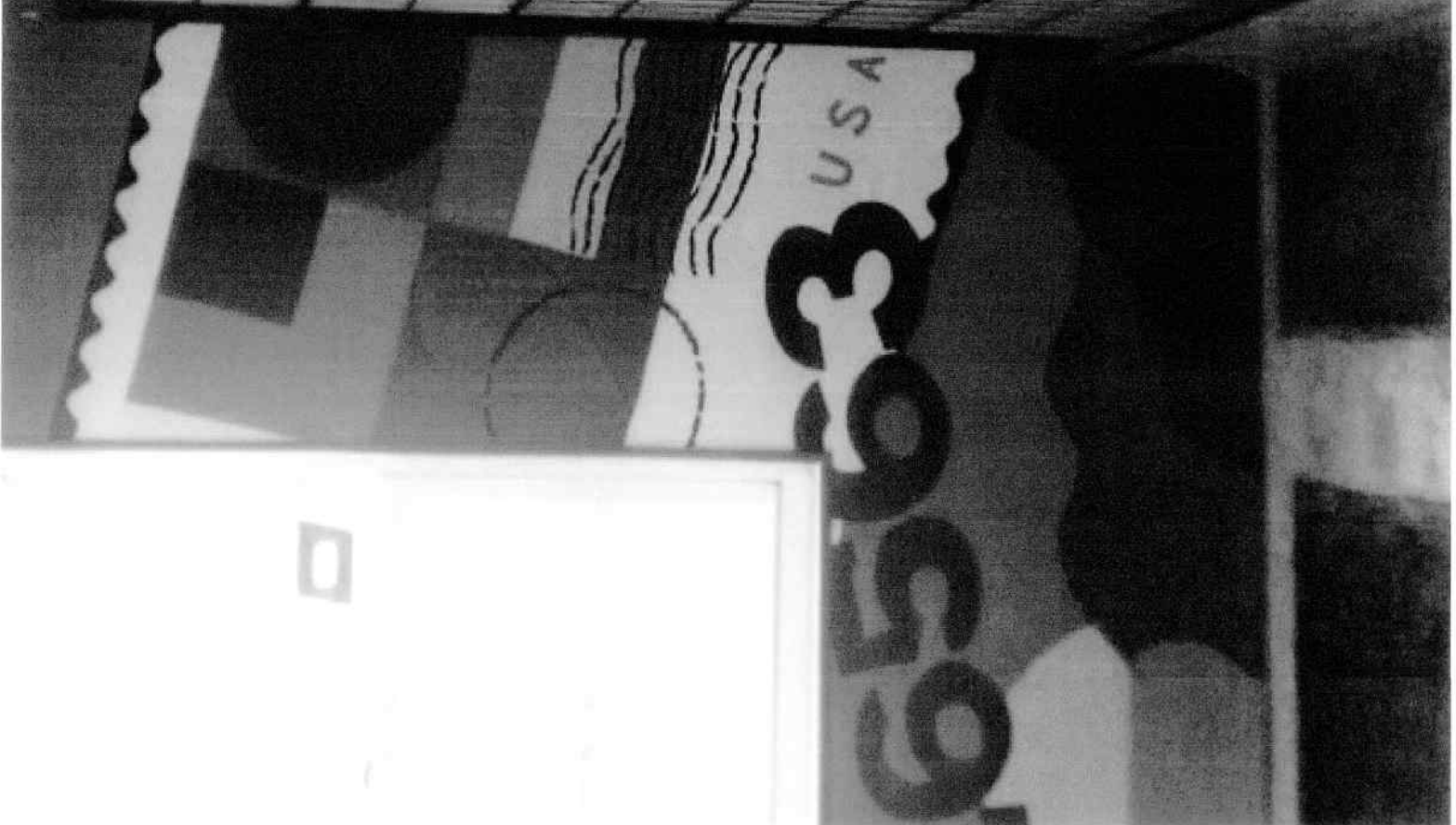
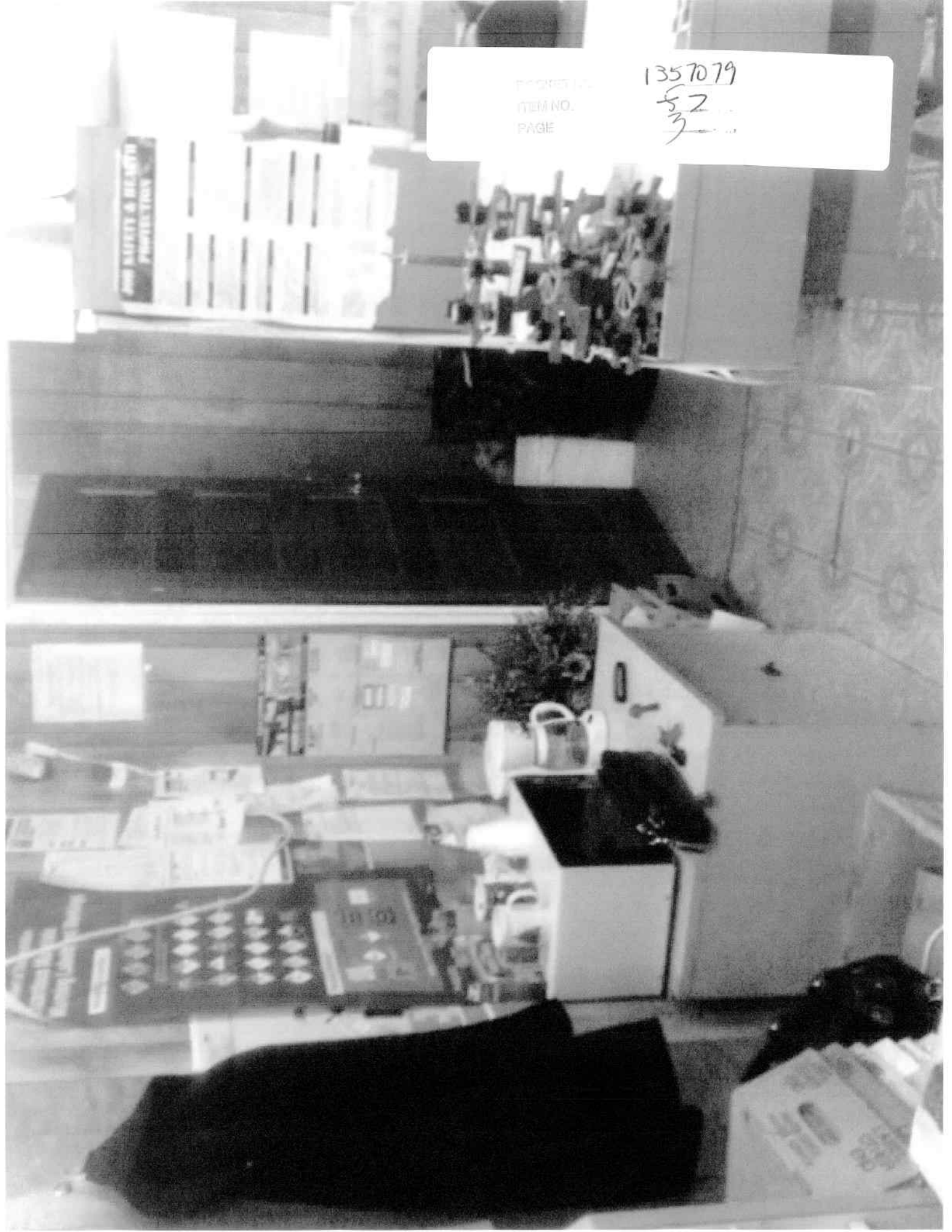




FIGURE 1-2  
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FOR SAFETY & HEALTH  
PROTECTION





# PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code CAROLINA, WV 26563		Postmaster's Signature	Date
District Office, State & Zip Code APPALACHIAN PFC, WV 25350		District Manager's Signature Robert Cavinder	Date 02/15/2011
(Check Box)			
<input checked="" type="checkbox"/> Vacancy <input type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		11
2.	Finance Number	(1-6)	551350
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	185
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	0
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility form Intermediate Rural Boxes for Other Offices	(31-35)	0
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	N
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

# PS Form 150, Postmaster Workload Information

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Page Nbr 8a

	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	185	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	0	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	0	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

## Instructions

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches, as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served, within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches without carrier delivery service/staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices.
  - A contract station is a detached finance unit manned by non-postal employees.
  - A rural station is a post office box delivery unit serviced by a rural carrier.
  - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

## Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a culling, facing and cancelling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

## Worksheet for calculating Workload Service Credit (WSC) for Post Offices

### Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: CAROLINA  
Office Zip+4: 26563 -9998 District: APPALACHIAN PFC

#### Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	<u>185</u>	X 1.0	=	<u>185</u>
Possible City Deliveries (Item 5, PS Form 150)	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs				<u>185</u>

#### Revenue WSCs

First	25 revenue units:	1.00	X	<u>25</u> units	=	<u>25.00</u>
Next	275 revenue units:	0.50	X	<u>20</u> units	=	<u>10.00</u>
Next	700 revenue units:	0.25	X	<u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units:	0.10	X	<u>0</u> units	=	<u>0.00</u>
	Balance of revenue units:	0.01	X	<u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:						<u>35.00</u>

Activity WSCs 185 + Revenue WSCs = 35.00 Base WSCs 220.00 = EAS Grade 11

Previous evaluation: EAS grade 11

Effective date of change in service hours: \_\_\_\_\_ (if appropriate)  
(when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

PAUL BRADSHAW

PAUL.D.BRADSHAW@USPS.GOV

Printed Name

Signature

APPALACHIAN PFC District Review Coordinator

02/15/2011

Title

Date

## Window Transaction Survey

Window Transaction Survey

KYKB60

---

Record the number of retail window transactions in the appropriate columns for each day. Consider a sale of stamps and a money order as two transactions. Do not record the handing out over the counter of box mail, general delivery mail, or carrier mail. Instead of this worksheet, you may use PS Form 2007-A, Window Transaction Record; PS Form 2007-B, Window Transaction Conversion; and PS Form 2007-C, Window Transaction Survey. Use hash marks (*///*) for daily entries in the columns. To obtain the average daily number of transactions, divide the total number of transactions during the survey period by the number of days in the survey. The allowable time per transaction is shown in each column in minutes. To determine the average daily workload in minutes, multiply the number of transactions in each column by the time conversion for that column, total the time conversions for all columns, and divide the total number of minutes by the number of days in the survey period.

Day/Date	Postage Sales (.777)	Priority Money Orders (1.083)	Express Registered C.O.D (1.969)	Passports Meter Settings (5.06)	Box Rent (2.875)	Certified Insured Special Service (1.792)	Misc. Services (1.787)	Nonrevenue Services (1.188)
Sat - 02/05	10	3	0	0	0	4	1	1
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	20	4	0	0	0	4	0	1
Tue - 02/08	13	1	0	0	0	0	1	2
Wed - 02/09	8	5	0	0	0	0	0	0
Thu - 02/10	15	7	0	0	0	1	1	0
Fri - 02/11	13	2	0	0	0	1	4	0
Sat - 02/12	7	0	0	0	0	0	0	0
Sun - 02/13	0	0	0	0	0	0	0	0
Mon - 02/14	10	6	0	0	0	3	0	0
Tue - 02/15	5	7	0	0	0	0	0	0
Wed - 02/16	7	5	0	0	0	1	0	0
Thu - 02/17	10	2	0	0	0	3	1	0
Fri - 02/18	6	6	0	0	0	0	1	0
TOTALS	124	48	0	0	0	17	9	4
Time Factor	X .777	X 1.083	X 1.969	X 5.06	X 2.875	X 1.792	X 1.787	X 1.188
Daily Average	8.0	4.3	0.0	0.0	0.0	2.5	1.3	0.4
Average Number Daily Transactions: 16.8								
Average Daily Retail Workload in Minutes: 16.5								

## Survey of Incoming Mail

Survey of Incoming Mail  
(Record in Pieces)

Post Office Name and Zip+4 CAROLINA 26563 - 9998  
Dates Recorded 02/05/2011 through 02/18/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 02/05	384	0	0	0	6	0	96	0
Sun - 02/06	0	0	0	0	0	0	0	0
Mon - 02/07	463	0	0	0	7	0	98	0
Tue - 02/08	532	0	0	1	2	0	98	0
Wed - 02/09	537	0	0	1	4	0	105	0
Thu - 02/10	492	0	0	0	13	0	86	0
Fri - 02/11	543	0	0	1	7	0	99	0
Sat - 02/12	556	0	0	1	6	0	48	0
Sun - 02/13	0	0	0	0	0	0	0	0
Mon - 02/14	693	0	0	0	12	0	115	0
Tue - 02/15	454	0	0	0	5	0	163	0
Wed - 02/16	435	0	0	0	9	0	58	0
Thu - 02/17	341	0	0	0	17	0	155	0
Fri - 02/18	454	0	0	2	58	0	10	0
TOTALS	5,884	0	0	6	146	0	1,131	0
Daily Average	490.3	0.0	0.0	0.5	12.2	0.0	94.3	0.0

Signature of Person Making Count: KHKB60  
Printed Name: KHKB60  
Date: 03/08/11

### Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

## Survey of Dispatched Mail

Survey of Dispatched Mail  
(Record in Pieces)

Post Office Name and Zip+4: CAROLINA 26563 - 9998  
Dates Recorded: 02/06/2011 through 02/19/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sun - 02/06	20	0	0	0	0	0	0	0
Mon - 02/07	0	0	0	0	0	0	0	0
Tue - 02/08	71	0	0	0	0	0	2	0
Wed - 02/09	65	0	0	0	1	0	0	0
Thu - 02/10	81	0	0	0	1	0	1	0
Fri - 02/11	62	0	0	0	5	0	3	0
Sat - 02/12	58	0	0	0	1	0	0	0
Sun - 02/13	16	0	0	0	1	0	1	0
Mon - 02/14	0	0	0	0	0	0	0	0
Tue - 02/15	85	0	0	0	0	0	0	0
Wed - 02/16	29	0	0	0	0	0	0	0
Thu - 02/17	51	0	0	0	0	0	0	0
Fri - 02/18	48	0	0	0	0	0	4	0
Sat - 02/19	88	0	0	0	1	0	1	0
TOTALS	674	0	0	0	10	0	12	0
Daily Average	56.2	0.0	0.0	0.0	0.8	0.0	1.0	0.0

Signature of Person Making Count: KHKB60  
Printed Name: KHKB60  
Date: 03/08/11



02/23/2011

OIC/POSTMASTER

SUBJECT: CAROLINA Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the CAROLINA Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the CAROLINA Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to PAUL BRADSHAW by 03/09/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>185</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>0</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>185</u>

If you have any comments on alternate means of providing services to the CAROLINA customers, please provide them below:

PAUL BRADSHAW  
Post Office Review Coordinator

Comments:

Carolina United Methodist Church, Shiloh Baptist, Carolina Head Start, Carolina Improvement Association, Greater Marion PSD

cc: Official Record

February 25, 2011

1357079  
9-13  
2

Dear Ms. Price,

My name is Annette Ellyson and I am the PMR at the Carolina, West Virginia Post Office. I have been happily employed here for seven years and cannot really express how much I have enjoyed working at the post office for the people in this town. I know there is a lot that goes into the decision making to close any post office and feel free to take this letter with as many grains of salt as you like, but I feel that, on behalf of the citizens of Carolina, I need to say a few words about the post office and what it means to us as a community.

Carolina is made up of a mix of retirees and mostly middle-aged commuters, with a fair share of low-income families as well. The town is isolated on a steep hill and is not even a throughway, making it sometimes impossible for some people to leave in inclement weather. We have our share of shut-ins and people who either have no one to check on them regularly or no means to travel out of town. By working at the post office, I notice who is and is not getting their mail regularly, and can make calls to make sure these patrons are okay. Many of our customers either cannot read or write or write so illegibly that we are asked, often times, to help fill out their money orders. Several of our customers that have no means of getting off the hill depend on the postal money orders to pay their bills because they have no checking accounts.

There are two churches, one school and two businesses that consistently give us their stamp sales. This is a very close knit community that is quite dependant on the post office here in town. The next closest offices are either in Worthington or Idamay, both a five minute drive. It may not seem like a long way but to our young and elderly customers with no means of transportation, it can be a world away.

This office seems to have a steady steam of customers day after day and for as small as it is, does have the support of the entire community. It would be a substantial loss for this town if it were to close its doors. Kids wait for the bus here on rainy or cold winter days and we annually host a community holiday event that promotes goodwill between the postal service and its customers, which attracts a loyalty that you can't buy with any amount of advertising.

Our building is well-maintained and we have been blessed with excellent postmasters and OIC's at this facility. Again, I know that numbers are often the bottom line in a decision like this but be assured, that we at the Carolina Post Office do all we can to increase our numbers but never, *ever* treat our patrons as such. We look after them as if they were an extended family, giving attention and encouragement as needed.

I worry more about the logistics of how people up here will fare without a post office more than my own job security. I hope you will take this into consideration. I am enclosing pictures of what I hope was not our last holiday celebration.







1357079  
1014  
7 -

Docket: 1357079  
Page Nbr: 14

02/07/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the CAROLINA Post Office, 26563 - 9998, located in Marion County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

TERESA PRICE  
Post Office Review Coordinator  
APPALACHIAN PFC

NBR records of mail theft or vandalism: 1

Comments/Findings:

cc: Official Record

### Post Office Survey Sheet

Post Office Name CAROLINA ZIP+4 26563-9998  
Congressional District 1st Date 05/18/2011

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

no known defects

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? 90 day cancellation

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

N/A

5. List potential CPO sites.

N/A

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

The Officer in Charge will be returned to their permanent job, the postmaster relief may be separated from service or reassigned.

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Received at 07:00 Mon-Sat, dispatched 15:45 M-F, 10:00 Sat. Collection box will not be retained. Lock pouch will not be utilized.

How many Post Office boxes are installed? 268

How many Post Office boxes are used? 185

What are the window service hours? 07:30 to 12:00 - 12:30 to 16:00 M-F

08:00 to 09:45 S

What are the lobby hours? 07:30 to 12:00-12:30 to 16:00 M-F

08:00 to 10:00 S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.

The Postal Inspection Service reports one incident of mail theft/vandalism.

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)? <u>2 desks, microwave, coffe pot, mirror, stool, broom, 1 stapler, 3 hole punch</u>
11.	List potential CBU/parcel lockers sites and distances from present Post Office site. <u>White Cottons Store, Bingamon rd past Worthington, appoximately 8 miles</u>
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated? <u>Several older people who don't drive, legally blind and cannot read or write. The rural delivery carrier will be able to assist those who don't drive with retail transactions. The employees at the Idamay post office will assist and disabled customers with their mailing needs.</u>
13.	<p>Rural delivery/HCR delivery.</p> <p>a. What is current evaluation? _____</p> <p>b. Will this change result in the route being overburdened? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, what accommodations will be made to adjust the route? _____</p> <p>c. How many boxes and miles will be added to the route? <u>100, box 2.00 Miles</u></p> <p>d. What would be the additional annual expense if the route is increased? <u>6382</u></p> <p>e. What is the one-time cost of CBU/parcel locker installation (id appropriate)? <u>4000</u></p> <p>f. At what time of the day does the carrier begin delivery to the community? <u>N/A</u></p> <p>Will this delivery time be affected if the office is discontinued? (Y or N) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If so, how? <u>0</u></p>
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less _____

## Community Survey Sheet

### Community Survey Sheet

Post Office Name	CAROLINA	ZIP+4	26563-9998
Congressional District	1st	Date	05/26/2011

1. Incorporated?

☐ Yes ☒ No

Local government provided by:

the Marion County Commission

Police protection provided by:

Marion County Sheriff's Department

Fire protection provided by:

Worthington VFD

School location:

Monongah

2. What population growth is expected? (Please document your source)

N/A

3. What residential, commercial, or business growth is expected? (Please document your source)

N/A

History. (Are there any special historical events related to the community?)

Are there any special community events to consider?

4. Is the Post Office facility a state or national historic landmark (see ASM 515.23)?  
Check with the field real estate office when verification is needed.)

N/A

5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?

retirees, low-income families

6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board, school bus stop, community meeting location, voting place, government form distribution center. Do employees of the office offer assistance to senior citizens and handicapped)?  
What provisions can be made for these services if the Post Office is discontinued?

Bus stop. The bus stop will continue at the present location.

# Rural Route Cost Analysis Form

Docket: 1357079 - 26563

Item Nbr: 17

Page Nbr: 2

## Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: CAROLINA  
Office Zip+4: 26563 -9998 District: APPALACHIAN PFC

1. Enter the number of additional boxes to be added to the rural route 100

2. Enter the number of additional miles to be added to the route 2.00  
Enter the volume factor 1.94

**Total (additional boxes x volume factor)** 194.00

3. Enter the number of additional boxes to be added to the rural route 100  
Centralized boxes 0.00 x 1.00 Min 0.00  
Regular L route boxes 0.00 x 1.82 Min 0.00  
Regular Non-L route boxes 0.00 x 2.00 Min 0.00

**Total additional box allowance** 0.00

4. Enter the number of additional daily miles to be added to the rural route 2.00 x 12 Mileage Standard 24.00

**Total additional minutes per week (miles carried to two decimal places)** 218.00

5. Total additional annual minutes (additional minutes per week year) 218.00 x 52 Weeks 11,336.00

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour) 11,336.00 / 60 Minutes 188.93

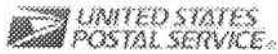
7. Enter the rural cost per hour (see national payroll summary report – rural carrier, consolidated) 33.78

**Total Annual Cost (additional annual hours x rural cost per hour)** 6,382.17

8. Enter lock pouch allowance (if applicable) 0.00

**Total annual cost for alternate service (annual cost minus lock pouch allowance)** 6,382.17

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 05/10/2011																								
2. Post Office Name CAROLINA		3. State and ZIP + 4 Code WV, 26563-9998																										
4. District, Customer Service APPALACHIAN PFC	5. Area, Customer Service EASTERN	6. County Marion	7. Congressional District 1st																									
8. Reason for Proposal to Discontinue Workload and revenue has declined with the small number of customers and minimal number of daily retail transactions. The Postal Service feels continued operations of the Carolina post office may not be warranted. The close proximity of the Idamay post office and rural delivery within the community will continue to provide a maximum degree of regular and effective service.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied: 04/01/2010  b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career  c. Current PM POSITION Level (150)EAS-11 Downgraded from EAS-11  d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 0 No of Non-Career- 1		a. Time M-F 07:30 to 12:00 - 12:30 to 16:00 Sat 08:00 to 09:45 Total Window Hours Per Week  a. Lobby Time M-F 07:30 to 12:00-12:30 to 16:00 Sat 08:00 to 10:00 41.45																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 185 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 185 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 16.80		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>490</td> <td>56</td> </tr> <tr> <td>b. Newspaper</td> <td>0</td> <td>0</td> </tr> <tr> <td>c. Parcel</td> <td>12</td> <td>0</td> </tr> <tr> <td>d. Other</td> <td>94</td> <td>1</td> </tr> <tr> <td>e. Total</td> <td>596</td> <td>57</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	490	56	b. Newspaper	0	0	c. Parcel	12	0	d. Other	94	1	e. Total	596	57	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	490	56																										
b. Newspaper	0	0																										
c. Parcel	12	0																										
d. Other	94	1																										
e. Total	596	57																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										
Finances a. FY 2008 2009 2010		Receipts \$ 21,638 \$ 19,210 \$ 17,319	b. EAS Step 1 PM Basic Salary (no Cola) \$ 33168	c. PM Fringe Benefits (33.5% of b.) \$11,111																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 10/31/2016 Annual Lease \$ 6000  30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)  Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain: 90-day cancellation clause																												
17. Schools, Churches and Organization in Service Area: No: 3 Carolina United Methodist Church, Shiloh Baptist, Carolina Head Start		19. Administrative/Emanating Office (Proposed): Name WORTHINGTON PO EAS Level 13 Miles Away 1.8 Window Service Hours: M-F 07:30 to 11:30 - SAT 08:00 to 10:30 Lobby Hours: M-F 07:30 to 11:30 - SAT 08:00 to 10:30 PO Boxes Available: 511																										
18. Businesses in Service Area: No: 2 Carolina Improvement Association, Greater Marion PSD		20. Nearest Post Office (if different from above): Name IDAMAY PO EAS Level 11 Miles Away 1.6 Window Service Hours: M-F 12:30 to 16:00 SAT 08:00 to 09:45 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 264																										
21. Prepared by																												
Printed Name and Title PAUL BRADSHAW		Signature PAUL BRADSHAW		Telephone No. AC () (304) 561-1251																								
PO Discontinuance Coordinator Name PAUL BRADSHAW		Telephone No. AC () (304) 561-1251		Location CHARLESTON, WV																								



**A. Office**

Name: CAROLINA State: WV Zip Code: 26563  
Area: EASTERN District: APPALACHIAN PFC  
Congressional District: 1st County: Marion  
EAS Grade: 11 Finance Number: 551350  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Paul Bradshaw Date: 04/20/2011  
Title: APPALACHIAN PFC Post Office Review Coordinator  
Tele No: (304) 561-1251 Fax No: (304) 561-1209

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03/15/11

OIC/POSTMASTER

SUBJECT: CAROLINA Post Office

Enclosed are questionnaires addressed to customers of the CAROLINA Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 03/31/11 for further review.

Teresa Price  
Post Office Review Coordinator  
Enclosures





03/18/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The postmaster at the CAROLINA Post Office retired on 04/01/2010. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 16.80 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at CAROLINA may not be warranted.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by Rural Route Service emanating from the WORTHINGTON PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the IDAMAY PO, located 1.6 miles away. Hours of service at this office are 07:30 16:00, Monday through Friday, and 08:00 09:45 on Saturday. Post Office box service is available at this location at the same fees.

In addition retail services are also available at the WORTHINGTON PO, located 1.6 miles away. Hours of service at this office are 07:30 16:00, Monday through Friday, and 08:00 10:30 on Saturday.

I invite you to think about a possible change to Rural Route Service. Please return the enclosed questionnaire by 04/21/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the the Carolina Post Office on 04/21/2011 from 3:00 pm to 4:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Teresa Price at (304) 561-1052.

Thank you for your assistance.

Sincerely,

GREGORY CHURCH  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,  
Carrier delivery information CBU information sheet (when appropriate),  
Summary of Post Office change regulations

OFFICE:	CAROLINA WV
DOCKET NO.	1357079
ITEM NO.	22
PAGE NO.	1

This form is a place holder for number 22.

Final document will contain the:

Returned Customer Questionnaires and  
Postal Service response letters.

### Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the CAROLINA Post Office on 03/18/2011. Additionally, during the survey period, questionnaires were available at the CAROLINA Post Office to walk-in retail customers.

1.	<b>Number of Questionnaires</b>	
	Total Questionnaires distributed	210
	Favorable to proposal	10
	Unfavorable to proposal	18
	Expressing no opinion	33
	Total questionnaires received	61

## Postal Concerns

The following postal concerns were expressed.

1. Concern (Favorable):

No Concern

Response:

2. Concern (No Opinion):

Customer expressed a concern about five day delivery at the Carolina Post Office.

Response:

The proposed five-day delivery plan cannot be implemented until Congress changes the law, then the Postal Service would request an advisory opinion from the Postal Regulatory Commission.

3. Concern (No Opinion):

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail.

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

4. Concern (No Opinion):

Customers expressed concern for those customers with disabilities who are not able to go to the Worthington Post Office to pick up their mail.

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

5. Concern (No Opinion):

Customers expressed concern for those customers with disabilities who are not able to go to Worthington Post Office to pick up their mail.

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

6. Concern (No Opinion):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

7. Concern (No Opinion):

Customers were concerned about obtaining services from the carrier.

Response:

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

### PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

### PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

8. Concern (No Opinion):

Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

9. Concern (No Opinion):

Customers were concerned about vandalism of their mail box.

Response:

Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department and the Postal Inspection Service.

10. Concern (No Opinion):

No Concern

Response:

11. Concern (Unfavorable):

Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail.

Response:

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

12. Concern (Unfavorable):

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

13. Concern (Unfavorable):

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

Response:

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately \$43,897. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

14. Concern (Unfavorable):

Customers were concerned about mail security.

Response:

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

15. Concern (Unfavorable):

Customers were concerned about obtaining services from the carrier.

**Response:**

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

16. **Concern (Unfavorable):**

Customers were concerned about senior citizens.

**Response:**

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

17. **Concern (Unfavorable):**

Customers were concerned about vandalism of their mail box.

**Response:**

Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department and the Postal Inspection Service.

18. **Concern (Unfavorable):**

No Concern

**Response:**

**Nonpostal Concerns**

The following nonpostal concerns were expressed

1. **Concern (No Opinion):**

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

**Response:**

A community bulletin board is available at the Worthington and Idamay Post Offices for community announcements.

2. **Concern (No Opinion):**

Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Carolina Post Office name and ZIP Code.

3. **Concern (Unfavorable):**

Customers expressed concern for loss of community identity.

**Response:**

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Carolina Post Office name and ZIP Code.

## Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 04/21/2011

Gregory L Church

Time 3:00 pm

William Criado

DOCKET NO. 1357079  
 ITEM NO. 24  
 PAGE 1

245-400

Total Number of Customers Present:

70

Place: the Carolina Post Office

Post

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Gregory L Church	Box 164	26563	304-287-754
William Criado	P.O. Box 45	26563	304-287-3664
Kirkwood, Delmar	P.O. Box 103	26563	304-287-2438
Lowell D. Davis	P.O. Box 285	"	304-287-2421
Shockey Mayle	P.O. Box 105	26563	304-653-0750
Robert Bowser	P.O. Box 223	26563	304-287-2786
Robert Bowser	P.O. Box 245	26563	304-287-7597
Valerie Keldner	P.O. Box 267	26563	304-287-2751
Troy Schell	P.O. Box 107	26563	304-287-2840
Jeff Elyson	P.O. Box 163	26563	304-287-2633
Fred Morrishead	P.O. Box 155	26563	304-287-7274
Charles Proctor	P.O. Box 147	26563	304-287-2362
Janet Wright	Box 93	26563	304-287-3667
Sharon H. H. H.	Box 93	26563	304-287-7752
RYAN (H. H. H.)	Box 91	26563	304-287-0031

## Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 04/21/2011

Gregory L Church

Time: 3:00 pm

William Criado

DOCKET NO. 1357079

ITEM NO. 24

PAGE 2

Total Number of Customers Present:

Place: the Carolina Post Office

Post

This document may become a part of the official record that will be available for public viewing.

## Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Denise T. H.	Box 79	26563	304-287-2336
Cynthia D.	Box 223	26563	304-287-7227
Wesley D.	Box 223	26563	304-287-7227
Kenneth H.	P.O. Box 154	26563	304-694-4931
Madeline D.	P.O. Box 61	26563	304-287-2768
Carol B.	P.O. Box 204	26563	304-287-2322
Rep C. I. A.	P.O. Box 56	26563	304-287-2322
Rep C. W. B.	P.O. Box 237	26563	304-287-2322
Shirley D.	P.O. Box 295	26563	304-287-2524
Jack Ferraro Jr.	P.O. Box 193	26563	954/720-8249
Kim Markbury	P.O. Box 17	26563	304-287-2441
Doreen M.	P.O. Box 17	26563	304-287-2441
Patricia H.	P.O. Box 45	26563	304-287-3664
Cathy Moore	P.O. Box 40	26563	304-287-2830
Jeffrey M. Shultz	P.O. Box 40	26563	304-287-2830



## Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 04/21/2011

Gregory L Church

Time 3:00 pm

William Criado

**DOCKET NO.** 1357079  
**ITEM NO.** 24  
**PAGE** 3

Total Number of Customers Present:

Place: the Carolina Post Office

Post

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Charles Miller	Po Box 32	26563	304-287-7426
Latrice Whitherspoon	Po Box 161	26563	304-287-7241
Sylvester Millix	Po Box 151	26563	304-287-7143
Crystal Fisher	PO 203 245 4th St	26563	304-287-7623
Angel Tennant	Po Box 125 491 Maple St	26563	304-287-7419
Mellie Young	Po Box 216	26563	204-287-2738
Ben Reynolds	Box 94	26563	304-287-2375
Jack Lemley	P.O. Box 116	26563	304-287-7684
William Harbarger	P.O. Box 202	26563	304-287-2690
Lena Harbarger	P.O. Box 202	26563	304-287-2690
Scott Sisk	Po Box 74	26563	304-287-2718
Melaine Sisk	Po Box 2	26563	304-287-2718
Margaret Shuck	PO Box 114	26563	304-657-8850
Chas Pierce	P.O. Box 224	26563	304-816-9051
Laurie Sprian	P.O. Box 45	26563	287-2485

## Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 04/21/2011

Gregory L Church

Time 3:00 pm

William Criado

DOCKET NO. 1357079

ITEM NO. 24

PAGE 4

Total Number of Customers Present:

Post

Place: the Carolina Post Office

This document may become a part of the official record that will be available for public viewing.

## Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
D. Miller	P.O. Box 13	26563	612-1132
Beth L. Lyle	P.O. # 137	26563	287-3659
Charles W. Wynn	P.O. # 114	26563	
Julie Hartley	P.O. Box 172	26563	287-7716
William Hartley	P.O. Box 214	26563	
Yvonne Fui	P.O. Box 102	26563	
Veronica L. Lyle	P.O. Box 60	26563	
Wendy L. Lyle			
Kathy L. Lyle	P.O. Box 81	26563	304-816-8852
Rusty L. Lyle	P.O. Box 99	26563	304-287-7752
Berlin L. Lyle	P.O. Box 99	26563	304-612-7777
Theresa L. Lyle	P.O. Box	26563	
Theresa L. Lyle	P.O. Box 811	26563	304-657-5527
D. Marie Hartley	P.O. Box 172	26563	304-287-7716
Joseph G. Hartley	P.O. Box 172	26563	304-287-7716

## Community Meeting Roster

Postal Service Representative (Names and Titles):

Date: 04/21/2011

Gregory L Church

Time 3:00 pm

William Criado

DOCKET NO. 1357079  
 ITEM NO. 24  
 PAGE 5

Total Number of Customers Present:

Place: the Carolina Post Office

Post

This document may become a part of the official record that will be available for public viewing.

## Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Mr. Bonasso			
Sarah Pettrill	PO Box 100	26563	
Josh Pinner	Po Box 224	26563	
Jackey McQueen	P.O. Box 224	26563	
Cheryl J	Po Box 112	26563	
Diane Yell	Po Box 112	26563	
Marlene Sandy	Po Box 273	26563	
Louise Grier	P.O. Box 25	26563	
Kenneth Balchen	Po Box 126	26563	
John A. Livadiu	PO Box 114	26563	



Carolina town meeting held on April 21, 2011 starting at 2:45 PM. There were <sup>68</sup> 43 70 members of the community present. Below is a list of the questions asked? A representative for Congressman McKinley was in attendance.

- • If you decide to close the Post Office – what are the options for mail delivery.
- • Rural delivery isn't secure.
- • Why was Carolina chosen to close.
- • Carolina has a lot of trouble with vandalism, they have Crime Watch.
- • Checks and medicine will be stolen.
- • Where is the lock boxes going too placed.
- • The Post Office is our landmark, been here since at this location since 1961 and is or was leased for \$20.00 a month.
- • If they close Post Office will we lose our Zip Code or Name.
- • Will my PO Box number have to be changed to street address or Route Number.
- • How much does it cost to keep the Post Office open.
- • Why aren't you closing Four States or Idamay.
- • Let the Post Office stay open with reduced hours.
- • What about packages.
- • Can they have volunteers to work the Post Office.
- • No fax machine or copy machine.
- • What does UPS have to do with Post Office.



---

03/15/2011

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way postal services are provided. Our tentative plans will only lead to a formal proposal if we are satisfied that a maximum degree of regular and effective service can be provided.

The postmaster at the CAROLINA Post Office retired on 04/01/2010. A review of the business activities of the Post Office revealed that the office workload had declined. Our office review revealed an average 16.80 daily retail window transactions. This reduced workload suggests that the maintenance of an independent office at CAROLINA may not be warranted.

If you would like an opportunity to discuss alternatives with us, a postal representative will be at the Carolina Post Office on 04/21/2011 from 3:00 pm to 4:00 pm to answer questions and provide information about our service.

If you have any questions, you may contact Paul Bradshaw at (304) 561-1251.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

KEVIN CLARK  
Manager, Post Office Operations



**A. Office**

Name:	CAROLINA	State:	WV	Zip Code:	26563
Area:	EASTERN	District:	APPALACHIAN PFC		
Congressional District:	1st	County:	Marion		
EAS Grade:	11	Finance Number:	551350		
Post Office:	<input checked="" type="checkbox"/>	Classified Station	<input type="checkbox"/>	Classified Branch	<input type="checkbox"/> CPO <input type="checkbox"/>

This form is a place holder for number 27. There was not a petition recieved.

Prepared by: Paul Bradshaw  
Title: APPALACHIAN PFC Post Office Review Coordinator  
Tele No: (304) 561-1251

Date: 05/18/2011  
Fax No: (304) 561-1209

## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### Postal Concerns

1. **Concern (UnFavorable):**  
Customer inquired concerning the type of service that would be available if the post office closed.  
**Response:**  
Rural style delivery will be made available to the community.
2. **Concern (UnFavorable):**  
Customers were concerned about vandalism of their mail box.  
**Response:**  
Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department and the Postal Inspection Service.
3. **Concern (UnFavorable):**  
Customers asked why their post office was being discontinued while others were retained.  
**Response:**  
Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
4. **Concern (UnFavorable):**  
Customers expressed concern over the dependability of rural route service.  
**Response:**  
Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
5. **Concern (UnFavorable):**  
Customers were concerned about mail security.  
**Response:**  
Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
6. **Concern (UnFavorable):**  
Customers asked why their post office was being discontinued while others were retained.  
**Response:**  
Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
7. **Concern (UnFavorable):**  
Customer expressed a concern about package delivery.  
**Response:**  
Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
8. **Concern (UnFavorable):**  
Customer inquired into the contract with UPS.  
**Response:**  
The Postal Service has a contract with UPS to deliver packages to rural areas. UPS brings their packages to the Post Office and the letter carriers deliver the packages the "last mile".
9. **Concern (UnFavorable):**  
Customers were concerned about a change of address.  
**Response:**  
Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal

Service to assist customers in resolving correspondence or file change.

## Nonpostal Concerns





DOCKET NO. 1357079  
ITEM NO. 28  
PAGE 1

June 15, 2011

The Honorable Joe Manchin, III  
United States Senate  
Washington, DC 20510-4804

Dear Senator Manchin:

This is in response to your May 20 letter on behalf of Delegates Mike Caputo, Tim Manchin, and Linda Longstreth of the West Virginia House of Delegates, regarding the Carolina Post Office.

I appreciate your interest in this matter. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by \$2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Appalachian District officials confirm that the Carolina Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

During this process, postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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ITEM NO. 28  
PAGE 2

Page 2

Please be assured that any decision to discontinue operations at the Carolina Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner. Consideration of such matters will help ensure that the Postal Service furnishes a maximum degree of regular and effective postal services to the community well into the future.

Thank you for writing. If I can be of assistance in the future, please let me know.

Sincerely,

(signed)

James K. Cari  
Government Relations Representative

JOE MANCHIN III  
WEST VIRGINIA

DOCKET NO. 1357077  
ITEM NO. 28  
PAGE 3

United States Senate

WASHINGTON, DC 20510-4804

SUITE 303  
HART BUILDING  
WASHINGTON, DC 20540  
(202) 224-3994

ENERGY AND NATURAL  
RESOURCES COMMITTEE

ARMED SERVICES COMMITTEE  
SPECIAL COMMITTEE ON AGING

May 20, 2011

Mr. James Cari  
U.S. Postal Service  
475 Lenfant Plaza SW, Room 10804  
Washington, D.C. 20260-0804



Dear Mr. Cari,

Enclosed please find a letter from Delegate Caputo, Delegate Manchin and Delegate Longstreth with the West Virginia House of Delegates regarding their concerns related to the discontinuance study currently being conducted at the Carolina post office in Carolina, West Virginia.

Any information you can provide on the current status of this discontinuance study would be greatly appreciated.

Thank you in advance for your assistance with this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Manchin III". The signature is fluid and cursive, with a long horizontal stroke at the end.

Joe Manchin III  
United States Senator

JM/cc

enclosure



DOCKET NO. 1357079  
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PAGE 4

**HOUSE OF DELEGATES  
WEST VIRGINIA LEGISLATURE**

BUILDING I, ROOM M-212  
1900 KANAWHA BLVD., EAST  
CHARLESTON, WV 25305-0470  
PHONE (304) 340-3200

April 27, 2011

The Honorable Joe Manchin, III  
United States Senate  
303 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Manchin:

We write requesting your assistance regarding the United States Post Office in Carolina, Marion County, West Virginia. It is our understanding that this location is being considered for closure and ask that you protest this action. As you know, the Carolina Post Office is a vital necessity to the community. Without this location, citizens will not be able to receive any services that were once offered without traveling to another location in the surrounding area. The closing of this facility will become an inconvenience and burden to the public.

We urge you, our elected representative in Washington, to speak out against this detrimental proposal to the Postal Regulatory Commission. Thank you in advance for your attention to this matter. If we may be of further assistance, please feel free to contact us.

Respectfully,

Delegate Mike Caputo  
Majority Whip  
43<sup>rd</sup> District

Delegate Tim Manchin  
43<sup>rd</sup> District

Delegate Linda Longstreth  
43<sup>rd</sup> District

cc: Patsy Colisino

JOHN D. ROCKEFELLER IV  
WEST VIRGINIA

DOCKET NO. 1357079 *received*  
ITEM NO. 28 *5/23/11*  
PAGE KS

## United States Senate

WASHINGTON, DC 20510-4802

May 17, 2011

Mr. Robert A. Cavinder  
District Manager  
Appalachian District  
United States Postal Service  
Post Office Box 59992  
Charleston, West Virginia 25350

Re: Ms. Madonna Galford  
Case #: 1028458  
Case Code: WWH

Dear Mr. Cavinder,

I have been contacted by Ms. Madonna Galford, of Carolina, regarding her concerns about the closure of the Carolina Post Office.

I have enclosed a copy of Ms. Galford's correspondence for your review. If you would look into this matter and provide me with a report, I would appreciate it.

Please refer to the above Case Number and Case Code when responding. Send your findings to my State Office at 405 Capitol Street, Suite 508, Charleston, West Virginia 25301. Thank you, in advance, for checking into this matter for me.

Sincerely,



John D. Rockefeller IV

STATE OFFICE  
405 CAPITOL STREET, SUITE 508  
CHARLESTON, WV 25301  
(304) 347-6372  
FAX: (304) 347-5371

NORTHERN SATELLITE OFFICE  
118 ADAMS STREET, SUITE 301  
FAIRMONT, WV 26554  
(304) 367-0122  
FAX: (304) 367-0822

SOUTHERN SATELLITE OFFICE  
220 NORTH KANAWHA STREET, SUITE 1  
BECKLEY, WV 26801  
(304) 253-9704  
FAX: (304) 253-2678

EASTERN REGIONAL OFFICE  
217 WEST KING STREET, SUITE 307  
MARTINSBURG, WV 25401  
(304) 262-9285  
FAX: (304) 262-8288

DOCKET NO. 1357079  
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April 28, 2011

Senator Jay Rockefeller;

I am a concerned citizen of  
Carolina, WI we have been notified  
that our post office may close.

This community is made up  
of Senior Citizens (which I am one) who can  
not travel to Worthington or Idamay  
to get our mail.

If they put boxes at the end of  
the streets they will be torn down  
and contents stolen.

Will you please do what you can  
to stop them from closing our  
Post office.

Thank you  
Madonna Galford

PO Box 61

Carolina, WI 26543

304-287-2768

DISTRICT MANAGER  
APPALACHIAN DISTRICT



DOCKET NO. 1357079  
ITEM NO. 28  
PAGE 7

June 6, 2011

The Honorable John D. Rockefeller, IV  
United States Senate  
405 Capitol Street, Suite 508  
Charleston, WV 25301-1783

Re: Mr. and Mrs. Patsy Colisino  
Case #: 1028818  
Case Code: PIH

Dear Senator Rockefeller:

This letter is in response to your inquiry on behalf of your constituents, Mr. and Mrs. Patsy Colisino.

I appreciate your interest in this matter and the opportunity to respond to Mr. and Mrs. Colisino's concerns about the closing of the Carolina Post Office™. Let me begin by explaining that the Postal Service™ is an exceptional federal agency, funded by the users of our services, not the taxpayers. This user-based funding restricts the costs for Postal operations to those who choose to send mail and eliminates the assessment for postal costs to taxpayers. We have not received an operational subsidy since 1982. A key part of our statutory mandate is to provide universal service at uniform rates. To do this, we must maintain a system capable of serving 130 million addresses each day. This involves thousands of Post Offices™, vehicles, processing facilities, and employees. Our statutory mandate also requires us to operate in a businesslike manner. For this reason, we have an obligation to use Postal resources wisely.

It would be ideal if we could provide every community across the country with the most modern, up-to-date Post Office®. Unfortunately, our current financial situation does not allow this. To remain in a fiscally responsible position while fulfilling our mandate to provide mail service to the entire nation, we must use ratepayer dollars wisely.

As you are aware, the United States Postal Service® is reviewing postal facilities throughout the nation, focusing on areas where we have a number of offices in close proximity. Streamlining our operations and improving efficiency across the board is a constant, ongoing process. By modifying networks, consolidating functions, adjusting delivery routes and restructuring administrative and processing operations, the Postal Service™ becomes a more efficient and effective organization. We are adapting to meet the evolving needs, demands and activities of our customers. This review process will identify opportunities to consolidate offices while maintaining a community presence. Each office is reviewed individually on a case-by-case basis.

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Federal law provides that any decisions to discontinue a Post Office® must be based on consideration of the effect on the community served; the effect on the employees of the Post Office®; compliance with government policy established by law that the Postal Service® shall provide effective and regular Postal services to rural areas, communities, and small towns where Post Offices™ are not self-sustaining; the economic savings to the Postal Service™; and any other factors determined necessary by the Postal Service™. All final decisions are subject to review by the independent Postal Regulatory Commission. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

Your constituents may be assured that we will continue our efforts to meet the growing postal needs in their community. As a public service, we realize we have an obligation to hold the trust of our customers by providing good, reliable mail service. We are working very hard to maintain service standards and to provide the best possible service at the lowest possible cost.

If I can be of assistance to you in any other postal matters, please let me know.

Sincerely,

  
Robert A. Cavinder

cc: Postmaster, Carolina, WV  
Manager, Post Office Operations – Area 7





June 1, 2011

The Honorable John D. Rockefeller, IV  
United States Senate  
405 Capitol Street, Suite 508  
Charleston, WV 25301-1783

Re: Mr. and Mrs. Patsy Colisino  
Case #: 1028818  
Case Code: PIH

Dear Senator Rockefeller:

This is in response to your letter date May 25, 2011 on behalf of your constituents, Mr. and Mrs. Patsy Colisino.

This letter is to acknowledge receipt of your inquiry in the office of the Appalachian District Manager, Mr. Robert A. Cavinder.

A response will be sent from the office of the District Manager upon completion of our investigation.

Sincerely,

A handwritten signature in cursive script that reads "Debra L. Zegeer".

Debra L. Zegeer  
Manager, Consumer Affairs

JOHN D. ROCKEFELLER IV  
WEST VIRGINIA

DOCKET NO. 1357079  
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**United States Senate**  
WASHINGTON, DC 20510-4802

May 25, 2011

Mr. Robert A. Cavinder  
District Manager  
Appalachian District  
United States Postal Service  
Post Office Box 59992  
Charleston, West Virginia 25350

Ref: Mr. and Mrs. Patsy Colisino  
Case #: 1028818  
Case Code: PIH

Dear Bob,

I have been contacted by Mr. and Mrs. Patsy Colisino, of Carolina, regarding the possible closing of the Carolina Post Office.

I have enclosed their correspondence for your review. If you would look into this matter and provide me with a report, I would appreciate it. When responding, please refer to the above Case Code and send your reply to me at 118 Adams Street, Suite 301, Fairmont, West Virginia 26554.

Thank you for your consideration and action in this matter.

Sincerely,



John D. Rockefeller IV

STATE OFFICE:  
405 CAPITOL STREET, SUITE 508  
CHARLESTON, WV 25301  
(304) 347-5372  
FAX: (304) 347-5371

NORTHERN SATELLITE OFFICE:  
118 ADAMS STREET, SUITE 301  
FAIRMONT, WV 26554  
(304) 367-0122  
FAX: (304) 367-0822

SOUTHERN SATELLITE OFFICE:  
207 WEST PRINCE STREET  
BECKLEY, WV 25801  
(304) 253-9704  
FAX: (304) 253-2578

EASTERN REGIONAL OFFICE:  
217 WEST KING STREET, SUITE 307  
MARTINSBURG, WV 25401  
(304) 262-9285  
FAX: (304) 262-9288

Dear Senator Rackfellow

April 27, 2011

I am a Very Concerned Citizen of Carolina, W.V. 26563. My Husband just turned 85 yrs. + my self am 76 yrs. They are trying to close our Post office Here. If they do that they will put a lot of our Senior Citizens in Peril of which we have a lot of in this Community. There are a lot more Senior Citizens in this Community than young people. We only have one way in + one way out. In the winter our hill gets really slick and dangerous for travel. The state Road only plows + cinders the Hill last. If we didn't have a head start school here a lot of times they don't plow at all.

We also have a lot of Vandalism in this Community. We have already had a Bottle of my Husbands medicine stolen off our front Porch. Until we started getting our medicine through the P.O. a lot of people get their medicine through the Post office. We have no more problem. If they close it. We will have a lot of problems.

We use our Post office every day

for Paying Bills, Sending Cards, Getting Catalogs, ordering  
and news Papers. a lot of our People  
do not drive. So how are they to get  
their mail.

We already have a lot of Problems  
in this Community. They want to add  
more.

There is no way a lot of them can  
travel to Idamay or Worthington. I  
Understand if they do they will put  
in lock boxes that will give the  
Bunch a good taking a sledge hammer  
and Busting them up. One Bulletin  
Board has been busted 3 times. this  
last time they decided not to Repair  
it.

Please do not let them Close  
our Post office at Carolina, WV.  
26563

P.S. If they have to Close it on  
Saturday that's o.k.

Ernie M. Colisio  
Patsy Colisio Sr.  
P.O. Box 45  
Carolina, WV. 26563  
304-287-3664



DOCKET NO. 1357079  
ITEM NO. 28  
PAGE 13

**HOUSE OF DELEGATES  
WEST VIRGINIA LEGISLATURE**

BUILDING 1, ROOM M-212  
1900 KANAWHA BLVD., EAST  
CHARLESTON, WV 25305-0470  
PHONE (304) 340-3200

MAY 6 11 PM 3:24

MAY 6 11 PM 1:50

April 27, 2011

The Honorable Jay Rockefeller  
United States Senate  
531 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Rockefeller:

We write requesting your assistance regarding the United States Post Office in Carolina, Marion County, West Virginia. It is our understanding that this location is being considered for closure and ask that you protest this action. As you know, the Carolina Post Office is a vital necessity to the community. Without this location, citizens will not be able to receive any services that were once offered without traveling to another location in the surrounding area. The closing of this facility will become an inconvenience and burden to the public.

We urge you, our elected representative in Washington, to speak out against this detrimental proposal to the Postal Regulatory Commission. Thank you in advance for your attention to this matter. If we may be of further assistance, please feel free to contact us.

Respectfully,

Delegate Mike Caputo  
Majority Whip  
43<sup>rd</sup> District

Delegate Tim Manchin  
43<sup>rd</sup> District

Delegate Linda Longstreth  
43<sup>rd</sup> District

cc: Patsy Colisino

## Proposal Checklist

## Section I

### Responsiveness to Community Postal Needs

Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

## Section II

### Effect on the Community

Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

### Section III

### Effect on Employees

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS- 11, Minimum, no COLA)

\$ 33168

Fringe benefits 33.5%

\$ 11111

Rental costs, excluding utilities

\$ 6000

Total annual costs

\$ 50279

Less estimated cost of replacement service

- 6382

Total annual savings

\$ 43897

A one-time expense of \$ 4000 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Date

Reviewed and Certified By:

District PO Review Coordinator

Date

*Paul S. Bralshaw*

5/23/2011



Docket: 1357079 - 25563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

DRIVE THROUGH MONONGAHELI, WV



- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

FAIRMONT, WV

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

THERE ARE NONE

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

ROBERT BONASSO Sr

Address:

288 MAIN ST, PO. BOX 225

Telephone:

304 287 7597

Date:

3/19/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We need our Post Office in  
CAROLINA, WV LOSING ~~an~~ our POST  
OFFICE will be a hardship for many  
Residents of CAROLINA, WV  
THIS IS THE ONLY THING LEFT IN CAROLINA,  
EXCEPT ROADS FULL OF POTHOLES



05/02/2011

ROBERT BONASSO SR.

PO BOX 225  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
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c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☒ NO

If yes, please explain:

yes I do, but seldom pass Ida May or Wierthinger

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

I know my mail is "safe" and confidential  
with service at CAROLINA

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

FAIRMONT



Personal needs

CLARKSBURG



Banking

FAIRMONT



Employment

N.A.



Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

BECAUSE I would be forced to travel outside  
LOCAL AREA more often to receive or retrieve my mail

Name:

W. Taylor

Address:

PO 137

Telephone:

Date:

4-4-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

W. TAYLOR

PO BOX 137  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

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**Postal Services**

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**Other Postal Services**

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	<u>Fairmont - Clarkstown</u>
<input checked="" type="checkbox"/>	Personal needs	<u>Fairmont</u>
<input checked="" type="checkbox"/>	Banking	<u>Fairmont</u>
<input checked="" type="checkbox"/>	Employment	<u>Various locations</u>
<input checked="" type="checkbox"/>	Social needs	<u>Fairmont</u>

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Barry & Crystal Foster

Address: 245 Fourth St. Carolina

Telephone: 304 287-7622

Date: 3/19/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

3/29/2011

Barry & Crystal Fisher  
P.O. Box 203-245 Fourth St.  
Carolina, WV 26563

To Who it may Concern: (Mr. Greg Church?)

We are very concerned & upset at the thought that our post office is being considered for closure. This office is used daily by everyone in the community.

We wondered who calculated the mileage at 1.6 miles to the other post offices? It is 1 mile out of Carolina - It is then 2 miles to Idamay & 3 miles to Worthington. HOW INCONVENIENT especially for the senior citizens which is at least half the population of the community! Why not close Idamay or Worthington instead & send these people to Carolina - I bet they would love traveling up & down Carolina Hill in the winter !!!

Think About It !!!

Barry & Crystal Fisher  
Residents for 35 years





05/02/2011

BARRY AND CRYSTAL FISHER

245 FOURTH ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark", written in a cursive style.

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

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e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

US Postal Service ~  
should stop delivering mail Every Where in USA  
on Saturday.

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Wal Mart

☒ Personal needs VA Hospital

☒ Banking Middle-town Mall Fairmont

☒ Employment Sell Insurance Everywhere

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No No Businesses in Carolina WV

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No Theres No Business in Carolina WV

Name: Paul m Morris - Paul m Morris 3/18/11

Address: 59-2nd st

Telephone: 304-218-0018

Date: 03-18-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

PAUL MORRIS

59 2ND ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- The proposed five-day delivery plan cannot be implemented unless Congress changes the law and after the Postal Service requests an advisory opinion from the Postal Regulatory Commission.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

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Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

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- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

USE AS A SECONDARY VACATION SITE FOR HEAD START

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

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☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Carolina Head Start

Address:

21 8<sup>th</sup> Street, Carolina

Telephone:

304-267-7686

Date:

4/13/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

CAROLINA HEAD START

21 8TH ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

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Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563  
Item Nbr: 21  
Page Nbr: 2

### Postal Service Customer Questionnaire

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#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

a. Entering permit mailings	<input type="checkbox"/> YES	<input type="checkbox"/> NO
a. Resetting/using postage meter	<input type="checkbox"/> YES	<input type="checkbox"/> NO

#### Nonpostal Services

a. Picking up government forms (such as tax forms)	<input type="checkbox"/> YES	<input type="checkbox"/> NO
b. Using for school bus stop	<input type="checkbox"/> YES	<input type="checkbox"/> NO
c. Assisting senior citizens, persons with disabilities, ect.	<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

*Worthington Post Office Parking is bad I can't walk*

d. Using public bulletin board	<input type="checkbox"/> YES	<input type="checkbox"/> NO
e. Other	<input type="checkbox"/> YES	<input type="checkbox"/> NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

<input type="checkbox"/> YES	<input type="checkbox"/> NO
------------------------------	-----------------------------

If yes, please explain:



3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

SANDRA Ashcraft

Address:

BOX 293

Telephone:

304-287-3669

Date:

4-13-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

SANDRA ASHCRAFT  
PO BOX 293  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> - Rarely
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Travis & Julie Brarden

Address: PO Box 108 Carolina, WV 26023

Telephone: (304) 290-1091

Date: 3/25/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

TRAVIS AND JULIE BEARDEN

PO BOX 108  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

it Delivered to ADDRESS (NO CLUSTER BOX!)

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

David H. Weidner  
207-6th St.  
P.O. Box 282  
Carolina, WV 26563

David H. Weidner  
207-6th St.  
P.O. Box 282  
Carolina, WV 26563

Address:

Telephone:

304 287-2248

Date:

April 13, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

DAVID WEIDNER  
207 6TH ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992





### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☒ YES ☐ NO
- a. Resetting/using postage meter ☒ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping

FAIRMONT



Personal needs

11



Banking

11



Employment

11



Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Chad Keener

Address:

101 GREGORY LN BRIDGEPORT WV 26338

Telephone:

304 612-1335

Date:

3/22/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

CHAD KEENER  
101 GREGORY LN  
BRIDGEPORT, WV 26330

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: \_\_\_\_\_

Use work Postal Services.

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

Cant always get to Post Office before it closes when I get off work.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	<u>Fairmont, Clarksburg, Morgantown</u>
<input checked="" type="checkbox"/>	Personal needs	<u>Same as above</u>
<input checked="" type="checkbox"/>	Banking	<u>Fairmont</u>
<input checked="" type="checkbox"/>	Employment	<u>Fairmont</u>
<input checked="" type="checkbox"/>	Social needs	<u>Same as above</u>

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Amie Bearden

Address:

Po Box 142 Carolina WV 26563

Telephone:

Date:

March 19<sup>th</sup> 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

AMIE BEARDEN  
PO BOX 142  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I pass one in Worthington, Shinnston, and Clarksburg on the way to work.

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

I like our post office. Being new to the neighborhood the workers were helpful in a way carrier delivery can never be.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Andrew B Ashleigh Mills

Address:

PO Box 42 Carolina WV 26033

Telephone:

304-213-0006

Date:

3-30-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





05/02/2011

ANDREW AND ASHLEIGH MILLS

PO BOX 42  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark", written in a cursive style.

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

I can get my mail when it's convenient to me

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Ken & Crystal Rager

Address:

PO Box 182 (452nd St) Carolina WY 26563

Telephone:

304-287-7602

Date:

3/2/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

KEN AND CRYSTAL RAGER

PO BOX 182  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

To stay informed about Neighborhood events - And to Post different material

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

There are two that I pass, however I prefer to do all business in my neighborhood

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Clarksburg, Fairmont

☒ Personal needs Clarksburg, Fairmont,

☒ Banking Fairmont, Morgentown

☒ Employment Fairmont

☒ Social needs Morgentown, Fairmont

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Jacqueline Mordecai - For The Howard Hines Household.

Address: 18 Pine Street Carolina, WV 26563

Telephone: 304-287-7505

Date: 3-25-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

HOWARD HINES HOUSEHOLD

18 PINE ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark", written in a cursive style.

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
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If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: William & Lena Harbarger

Address: P.O. Box 202 (40 3<sup>rd</sup> St.) Carolina, WV 26563-0202

Telephone: 304-287-2090

Date: 3-25-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

WILLIAM AND LENA HARBARGER

PO BOX 202  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

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Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992

**Postal Service Customer Questionnaire**

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**Postal Services**

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**Other Postal Services**

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- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment

RETIRED



Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

RALPH J. PYLES

Address:

30-5TH STREET CAROLINA WVA 26563

Telephone:

304-287-2878

Date:

MARCH 23, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

RALPH J PYLES  
30 5TH ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

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Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

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**Postal Services**

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**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
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- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

*Fairmont*

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

*Frances Comer*

Address:

*PO Box 124 Carolina WV 26563*

Telephone:

*304-287-2190*

Date:

*3/50/11*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

FRANCIS CAMEN

PO BOX 124  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Sincerely,

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Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992





Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

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**Other Postal Services**

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain:

Get Med

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Charles Miller

Address:

P.O. Box 32

Telephone:

304-287-7426

Date:

MAR 22 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

CHARLES MILLER  
PO BOX 32  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

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**Other Postal Services**

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**Nonpostal Services**

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If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Monday

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

Fairmont

☒ Personal needs

Fairmont

☒ Banking

Fairmont

☐ Employment

Retiree

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

SHILOH Baptist Church (Sylvester Miller)

Address:

P.O. Box 181 Pine St

Telephone:

304-287-7643

Date:

3 / 25 / 11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

SHILOH BAPTIST CHURCH

PO BOX 181  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

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Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

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i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
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☐ YES ☒ NO

If yes, please explain:

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☐ Better

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If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☐ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

DAN BONASSO

Address:

1423 Pine St. CAROLINA, WV

Telephone:

304-287-2523

Date:

3-28-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





05/02/2011

DAN BONASSO

1423 PINE ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

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Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992

Carolina

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

I would love to have a carrier. I would much rather get my mail at my house rather than post office.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Clarksville, Fairmont, Morgantown  
☒ Personal needs Barrackville, Fairmont  
☒ Banking Fairmont  
☐ Employment  
☒ Social needs Fairmont, Barrackville, Idamay

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Heather Richards

Address:

P.O. Box 37 20 5th St.

Telephone:

(304) 287-7517

Date:

March 19 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

HEATHER RICHARDS

PO BOX 37  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

James Lampkin

Address:

P.O. Box 233 Carolina WV 26563

Telephone:

3042872577

Date:

3/28/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

JAMES LAMPKIN  
PO BOX 233  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

mainly Fairmont, WV

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Josh and Marcia Starsick

Address:

PO Box 68, Carolina WV 260563 (307 3rd St)

Telephone:

304-287-7181

Date:

3/22/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

provide carrier service in our area as an alternative — it's more convenient anyway to have mail delivered to your house.





05/02/2011

JOSH AND MARCIA STARSICK

PO BOX 68  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

JACK A. FULLER

Address:

PO Box 65 228 MAIN ST CAROLINA WV 26033

Telephone:

304 287 2217

Date:

3/23/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

JACK A FULLER  
PO BOX 65  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping white Hall mills
- ☒ Personal needs white Hall mills
- ☒ Banking Ent
- ☐ Employment
- ☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Mildred McVicker

Address: PO Box 272 CAROLINA WVA 26563

Telephone: 304 287 2465

Date: 3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

MILDRETH MCVICKER  
PO BOX 272  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark". The signature is fluid and cursive, with the first name "Kevin" and last name "Clark" clearly distinguishable.

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

white Hall mall

☒ Personal needs

white Hall mall

☒ Banking

Fmt.

☒ Employment

white Hall

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Joseph L BAKER

Address:

Po Box 7 CAROLINA WVA. 26563

Telephone:

304 612 9821

Date:

3-31-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

JOSEH L BAKER  
PO BOX 7  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563  
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### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain:

helping with daily living chores.

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

monrovia

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

JOE E. HINES SR

Address:

29 PINE ST. P.O. BOX 15 CAROLINA WV 26563

Telephone:

304-287-2223

Date:

03-18-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

JOE HINES SR  
29 PINE ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Deborah Han

Address:

PO Box 82 3441st St Coolidge WV

Telephone:

304 287-2433

Date:

3/18/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

DEBORAH HAIR  
PO BOX 82  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark". The signature is fluid and cursive, with the first name "Kevin" and last name "Clark" clearly distinguishable.

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992





### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain: SAVES Trips to post office, can get mail on Saturday's, all DAY  
Never need to worry about time closings, good for people that can't get  
a RIDE to post office, Able to get my mail everyday.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☐ Shopping Walmart + Mall
- ☐ Personal needs Walmart or Dollar store
- ☐ Banking Credit Union
- ☐ Employment Anywhere - any hours
- ☐ Social needs everywhere

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

Handi mart at Bottom of hill.

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Michael W Anderson + Rachel + Amanda West

Address: P.O Box 33 Carolina, WV-26563 35 third Street.

Telephone: \_\_\_\_\_

Date: 3-22-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

MICHAEL, RACHEL AND AMANDA  
PO BOX 33  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Have none but the Post office

Name:

D. Gene Hartley & Julie A. Hartley

Address:

P.O. Box 172 Carolina WV 26563

Telephone:

304-282-7716

Date:

March 18, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

D. GENE & JULIE HARTLEY  
PO BOX 172  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☒ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

There is NONE

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Delmas HARTley

Address:

208 6th STREET Box 266 CAROLINA WV

Telephone:

304-287-7568

Date:

Mar, 19. 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





05/02/2011

DELMAS HARTLEY  
208 6TH ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- |                                  |                              |  |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings      | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| a. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

#### Nonpostal Services

- |   |                              |  |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms)            | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop                                  | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, ect. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- |                                |                              |  |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other                       | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping Fairmont
- ☒ Personal needs Fairmont
- ☒ Banking Fairmont / Barrackville
- ☒ Employment Barrackville
- ☒ Social needs Fairmont

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Sandra Moore

Address: 320 Second St. Carolina, WV 26563

Telephone: 304 287 7664

Date: 3-19-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

SANDRA MOORE  
320 SECOND ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

*job is in Metz*

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping SAVE-A-LOT WAL-MART SHOP & SAVE
- ☒ Personal needs \_\_\_\_\_
- ☒ Banking CREDIT UNION
- ☒ Employment LOVERIDGE
- ☒ Social needs \_\_\_\_\_

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

NO BUSINESSES

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Steve & Suzanne Mayle

Address: BOX 168 CAROLINA W.V. 26563

Telephone: (304) 287-7794

Date: 3-20-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

STEVE AND SUZANNE MABLE

PO BOX 168  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563  
Item Nbr: 21  
Page Nbr: 2

### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter *clerk does* ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) *when available* ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? *Carolina*  
*MORONGAH W.Va.*

☒ YES ☐ NO

If yes, please explain:

*I use my own Post Office Near my house it is convenient. has been here since before I was born 73 yrs Ago*

*The Post-office in handy one winter, I was on my way to work and Mr. Cokties had fallen in Ice + Deep Snow and was Lying on the Side of the road - At the time we had no cell phone so I stopped at the Post office and asked the Postal Clerk to Call 911 which ultimately saved that mans Life he was taken To the Hospital half frozen.*



- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

Never Had Carrier

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

there are none

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Nellie Hines

Address:

PO Box 21 Carolina WV 26563

Telephone:

304-287-2223

Date:

4/13/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

NELLIE HINES  
PO BOX 21  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark". The signature is fluid and cursive, with the first name "Kevin" and last name "Clark" clearly distinguishable.

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

*Pass through towns with P.O. on the way to workplace.*

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain: I WORK same hours as P.O. - have to depend on others to get my daily mail.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input checked="" type="checkbox"/>	Shopping	<u>FAIRMONT, Bridgeport</u>
<input checked="" type="checkbox"/>	Personal needs	<u>FAIRMONT</u>
<input checked="" type="checkbox"/>	Banking	<u>FAIRMONT</u>
<input checked="" type="checkbox"/>	Employment	<u>MANNINGTON</u>
<input checked="" type="checkbox"/>	Social needs	<u>Monongah, FAIRMONT, MANNINGTON</u>

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Marian L. Tennant

Address:

29 4th St. P.O. Box 276 Caroling WV 26563

Telephone:

304-287-7369

Date:

3-19-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

PO BOX 276  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563  
Item Nbr: 21  
Page Nbr: 2

### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO *Doesn't have them*
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping

Fairmont / Clarksburg

☐ Personal needs

" "

☐ Banking

Shinnston / Fairmont

☐ Employment

Morgantown

☐ Social needs

none

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: FRED A BOGGS

Address: PO Box 53 CAROLINA WV 26563

Telephone:

Date: 3/19/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We need our P.O. I know a lot of people who can't accommodate these new things.



05/02/2011

FREDA BOGGS

PO BOX 53  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992





Docket: 1357079 - 26563

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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

Fairmont via Route 19

Manley Chapel

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Danielle Pierce

Address:

PO Box 286 Carolina WV

Telephone:

304 287 2531

Date:

3/19/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I know since the Post Office changed hours from 8-4:30 to 7:30 to 4 we are not able to get our mail until Saturday mornings. If we go out of town we are sometimes 2 weeks without mail unless we find someone to get our mail for us. We both leave the house before 7:30am and do not return until after 4:30. The Saturday hours were even reduced down 2 hours from Noon to 10am.

BACK  
→



05/02/2011

DANIELLE PIERCE  
PO BOX 286  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

HARRISON COUNTY POST OFFICES

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☒ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

TERI BETH LEMLEY

Address:

PO BOX 176, 40 SECOND STREET CAROLINA<sup>WV</sup> 20503

Telephone:

304-612-0790

Date:

06-APRIL-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

TERI BETH LEMLEY  
PO BOX 176  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☒ YES ☐ NO
- a. Resetting/using postage meter ☒ YES ☐ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: \_\_\_\_\_

Many

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Shockey Mayle

Address:

P.O. Box 105 Carolina, WV 26563

Telephone:

Date:

4/2/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.





05/02/2011

SHOCKEY MAYLE  
PO BOX 105  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Cynthia Dobbs

Address:

Box 223 Carolina, W.V.

Telephone:

304-287-7227

Date:

4-6-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

CYNTHIA DOBBS  
PO BOX 223  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

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Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: \_\_\_\_\_

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?



Better



Just as Good



No Opinion



Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?



Shopping



Personal needs



Banking



Employment



Social needs

5. Do you currently use local businesses in the community?



Yes



No

If yes, would you continue to use them if the Post Office is discontinued?



Yes



No

Name:

Amy Criado

Address:

PO Box 83 Carolina, WV 26563

Telephone:

(304) 287-7754

Date:

5/8/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

AMY CRIADO  
PO BOX 83  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

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Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

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**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☒ YES ☐ NO
- a. Resetting/using postage meter ☒ YES ☐ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:



- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☐ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Kathleen Selmer

Address:

Box 103 Carolina WV

Telephone:

287-2438

Date:

3-22-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

KATHLEEN GILMER  
PO BOX 103  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Office in shop-mall white Hall area

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☒ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

Don't have to worry about hours of office being open when working can't always get there.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

White Hall Area

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

NA

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

NA

Name:

Nancy DeNoon

Address:

46 3rd Street po Box 207 Carolina W 26563

Telephone:

Date:

3/31/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

NANCY DENOOR  
PO BOX 207  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563

Item Nbr: 21

Page Nbr: 2

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

**Postal Services**

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Other Postal Services**

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

**Nonpostal Services**

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: James Higginbotham

Address: 193 Sixth St. Carolina WV 26563

Telephone: 304-287-3618

Date: 4-1-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

JAES HIGGINBOTHAM  
193 6TH ST  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992





Docket: 1357079 - 26563  
Item Nbr: 21  
Page Nbr: 2

### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

*Most of the time I say no only occasionally does my destination take me by another post office.*

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No *only because there is no businesses in our town.*

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: *Wesley B. Price*

Address: *P.O. Box 124 Carolina, W.V. 26563*

Telephone: *304-816-9051*

Date: *03-22-11*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

THEA PIERCE

PO BOX 124  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☒ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☒ YES ☐ NO

If yes, please explain:

Proxy's, Petitions, Community News letters

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No *We have None*

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

*Renee D. Gpines*

Address:

*P.O. Box 232 Carolina, WV 26563*

Telephone:

*304-287-7143*

Date:

*3/29/11*

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/02/2011

RENEE D GOINES  
PO BOX 232  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☒ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Jack E. Bonagso Sr

Address:

P.O. 189 45 MAIN ST. CAROLINA (NC) 26563

Telephone:

304-287-2340

Date:

4-4-11





05/02/2011

JACK BONASSO SR  
PO BOX 189  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Carolina Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about those customers with disabilities who are not able to go to the post office to pick up their mail. Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

If it is determined that a discontinuance of the Carolina Post Office should be pursued, a formal proposal will be posted in the Worthington Post Office, Idamay Post Office and Carolina Post Office at a later date. If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kevin Clark".

Kevin Clark  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



Docket: 1357079 - 26563  
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Page Nbr: 2

### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- a. Resetting/using postage meter ☐ YES ☐ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

3. If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



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### Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you used the CAROLINA Post Office for each of the following:

#### Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

#### Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- a. Resetting/using postage meter ☐ YES ☒ NO

#### Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☒ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, ect. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously received carrier delivery, there will be no change to your delivery service — proceed to question 4. If you previously received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery service compares to your previous service?

☐ Better

☐ Just as Good

☐ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping Whitchell, Budgeport, Mergentown
- ☒ Personal needs Same as above
- ☒ Banking Farmers
- ☒ Employment Mergentown
- ☒ Social needs Wootton, Farmers

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



---

05/24/2011

SENIOR VICE PRESIDENT  
GOVERNMENT RELATIONS AND PUBLIC POLICY  
475 L'ENFANT PLAZA SW RM 10804  
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close  
the CAROLINA Post Office  
Docket No. 1357079

This is to advise you that on 06/02/2011, I will post for public comment a proposal to close the CAROLINA Post Office in Marion County, Congressional District No. 1.

If you have any questions, please call PAUL BRADSHAW District Review Coordinator at (304) 561-1251.

ROBERT CAVINDER  
District Manager  
APPALACHIAN PFC District

cc: Manager, Customer Service Operations  
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920  
Proposal

Date of Posting: 06/02/2011

Posting Round Date:

Date of Removal: 08/03/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE CAROLINA, WV POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1357079 - 26563



Date of Posting: 06/02/2011

Date of Removal: 08/03/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE CAROLINA, WV POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE



To the customers of the Carolina Post Office:

The Postal Service is considering the close of the Carolina Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 06/02/2011 through 08/03/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Carolina Post Office, Idamay Post Office and Worthington Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

PAUL BRADSHAW  
PO BOX 59992  
CHARLESTON, WV 25350-9992

For more information, you may call PAUL BRADSHAW at (304) 561-1251 or write to the above address.

Thank you for your assistance.

A handwritten signature in cursive script, appearing to read "Rick Stiltner".

RICK STILTNER  
PO BOX 59992  
CHARLESTON, WV 25350-9992



Date of Posting: 06/02/2011

Date of Removal: 08/03/2011



UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE  
THE CAROLINA, WV POST OFFICE  
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Please return the comment form to:

PAUL BRADSHAW  
PO BOX 59992  
CHARLESTON, WV 25350-9992

For more information, you may call PAUL BRADSHAW at (304) 561-1251 or write to the above address.

Thank you for your assistance.

A handwritten signature in cursive script, appearing to read "Kevin Clark".

KEVIN CLARK  
PO BOX 59992  
CHARLESTON, WV 25350-9992

Date of Posting: 06/02/2011

Posting Round Date:



Date of Removal: 08/03/2011

Removal Round Date:



PROPOSAL TO CLOSE  
THE CAROLINA, WV POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1357079 - 26563



Date of Posting: 06/02/2011

Posting Round Date:

Date of Removal: 08/03/2011

Removal Round Date:



PROPOSAL TO CLOSE  
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DOCKET NUMBER 1357079 - 26563

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UNITED STATES POSTAL SERVICE

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Please return the comment form to:

PAUL BRADSHAW  
PO BOX 59992  
CHARLESTON, WV 25350-9992

For more information, you may call PAUL BRADSHAW at (304) 561-1251 or write to the above address.

Thank you for your assistance.

KEVIN CLARK  
PO BOX 59992  
CHARLESTON, WV 25350-9992

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Carolina, WV Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Worthington Post Office, located two miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on April 01, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Workload and revenue has declined with the small number of customers and minimal number of daily retail transactions. The Postal Service feels continued operations of the Carolina post office may not be warranted. The close proximity of the Idamay post office and rural delivery within the community will continue to provide a maximum degree of regular and effective service.

The Carolina Post Office, an EAS-11 level, provides service from 07:30 to 12:00 - 12:30 to 16:00 Monday - Friday, 08:00 to 09:45 Saturday and lobby hours of 07:30 to 12:00-12:30 to 16:00 on Monday - Friday and 08:00 to 10:00 on Saturday to 185 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 17 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$21,638 ( 56 revenue units) in FY 2008; \$19,210 ( 50 revenue units) in FY 2009; and \$17,319 ( 45 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 21, 2011, representatives from the Postal Service were available at the Carolina Post Office to answer questions and provide information to customers. 70 customer(s) attended the meeting.

On March 18, 2011, 210 questionnaires were distributed to delivery customers of the Carolina Post Office. Questionnaires were also available over the counter for retail customers at the Carolina Post Office. 61 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 10 favorable, 18 unfavorable, and 33 expressed no opinion.

One congressional inquiry was received on May 23, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Worthington Post Office, an EAS-13 level office. Window service hours at the Worthington Post Office are from 07:30 to 11:30 - 12:00 to 16:00, Monday through Friday, and 08:00 to 10:30 on Saturday. There are 511 post office boxes available.

Retail service is also available at the Idamay Post Office an EAS-11 level office, located two miles away. Window service hours at Idamay Post Office are from 07:30 to 12:00 - 12:30 to 16:00, Monday through Friday and 08:00 to 09:45 on Saturday. There are 264 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- |                    |  |
|--------------------|--|
| 1. <b>Concern:</b> | Customer expressed a concern about five day delivery at the Carolina Post Office.  |
| <b>Response:</b>   | The proposed five-day delivery plan cannot be implemented until Congress changes the law, then the Postal Service would request an advisory opinion from the Postal Regulatory Commission.   |
| 2. <b>Concern:</b> | Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail.   |
| <b>Response:</b>   | Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster. |
| 3. <b>Concern:</b> | Customers expressed concern for those customers with disabilities who are not able to go to the Worthington Post Office to pick up their mail.   |

**Response:**

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

4. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to Worthington Post Office to pick up their mail.

**Response:**

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

5. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

**Response:**

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

6. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

**Response:**

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately \$43,897. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

7. **Concern:**

Customers were concerned about mail security.

**Response:**

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

8. **Concern:**

Customers were concerned about obtaining services from the carrier.

**Response:**

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide

the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

9. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
10. **Concern:** Customers were concerned about vandalism of their mail box.
- Response:** Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department and the Postal Inspection Service.
11. **Concern:** Customer expressed a concern about package delivery.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.
12. **Concern:** Customer inquired concerning the type of service that would be available if the post office closed.
- Response:** Rural style delivery will be made available to the community.
13. **Concern:** Customer inquired into the contract with UPS.
- Response:** The Postal Service has a contract with UPS to deliver packages to rural areas. UPS brings their packages to the Post Office and the letter carriers deliver the packages the "last mile".
14. **Concern:** Customers asked why their post office was being discontinued while others were retained.
- Response:** Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
15. **Concern:** Customers expressed concern over the dependability of rural route service.

**Response:**

Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.

16. **Concern:**

Customers were concerned about a change of address.

**Response:**

Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.



**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Carolina is an unincorporated community located in Marion County. The community is administered politically by the Marion County Commission. Police protection is provided by the Marion County Sheriff's Department. Fire protection is provided by the Worthington VFD. The community is comprised of retirees, low-income families, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Carolina United Methodist Church, Shiloh Baptist, Carolina Head Start, Carolina Improvement Association and the Greater Marion PSD. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Carolina Post Office will be available at the Worthington Post Office. Government forms normally provided by the Post Office will also be available at the Worthington Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customer expressed a concern about the loss of the community bulletin board at the Post Office.   |
| <b>Response:</b>   | A community bulletin board is available at the Worthington and Idamay Post Offices for community announcements.   |
| 2. <b>Concern:</b> | Customers expressed concern for loss of community identity.   |
| <b>Response:</b>   | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Carolina Post Office name and ZIP Code. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster retired on April 01, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 43,897 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 6,000</u>
Total Annual Costs	\$ 50,279
Less Annual Cost of Replacement Service	<u>- \$ 6,382</u>
Total Annual Savings	<u>\$ 43,897</u>

A one-time expense of \$ 4000 will be incurred for installation of CBUs and 0 parcel locker(s).

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Carolina, WV Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Worthington Post Office, located two miles away. Service may be provided to cluster box units (CBUs).

The postmaster retired on April 01, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Carolina Post Office provided delivery and retail service to 185 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 17. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$43,897 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Carolina Post Office, Idamay Post Office and Worthington Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



KEVIN CLARK  
Manager, Post Office Operations

06/02/2011  
Date



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the CAROLINA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

*It would be a overflow of mail because everyone would ~~not~~ Not go out of community every day to pick up the mail. Especially the elder*

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

*a lot of people use walking to the post office as a means of exercise each day. If no post office peoples health may worsen. That wouldn't be good.*

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

*I think a small fee for the boxes would be a better solution rather than discontinue the post office.*

MARGUERITA Black      Marguerita Black  
Name of Postal Customer      Signature of Postal Customer

P.O Box 91  
Mailing Address

CAROLINA, WV 26563      5-31-11  
City, State, and ZIP Code      Date

RECEIVED JUN 12 2011

RECEIVED JUN 12 2011

YOU MUST THINK - WE ARE

Optional Comment Form

IDIOTS

Following are comments I wish to make concerning the proposed discontinuance of the CAROLINA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

DONOT TRY TO INTMIDE US

YOU ARE ALL LIARS & WE KNOW IT  
YOUR P.O G MAKES - \$5000 - Year

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

MONEY IS THE NAME of the GAME

STOP MAKING STAMPS WITH  
FAMOUS PEOPLE - too EXPENSIVE

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

DONOT TRY TO PLACATE US WE KNOW  
YOUR GAME

WE HOPE YOU WILL TAKE  
ALL THIS MONEY WITH  
YOU WHEN YOU LEAVE

Name of Postal Customer

Signature of Postal Customer

Dee Bokasso

Mailing Address

Box 189

RECEIVED JUN 11 2011

City, State, and ZIP Code

CAROLINA-WV

Date

WE WILL USE ONLINE  
PAYING PLEASE NO MORE  
LIES

P.S. Please feel free to call me or my husband at 304-287-7716 for any further questions on this matter!

**Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the CAROLINA Post Office.

- Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
I feel that the closing of the Post office would be a big loss in a lot of ways. Being able to communicate with people we see at the P.O. & our Postmistress on a daily Business.
- Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.  
People that would not be able to get to a Post office as accessible as ours is (Such as handicapped physically); also parking where would be a Problem also.
- Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.  
The Views of the people of this (Carolina) Community of their needs & love for what is left of Carolina! (Worth it!)

Julie Hartley  
Name of Postal Customer  
P.O. Box 172  
Mailing Address  
CAROLINA WV 26563  
City, State, and ZIP Code

Julie Hartley  
Signature of Postal Customer  
RECEIVED JUN 11 2011  
6/9/11  
Date

→ (By this I mean; the thriving businesses that were once a Part of Carolina in the earlier decades are gone! the P.O. is the only thing left we have!)

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the CAROLINA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Being elderly I can not get to the Post office sometimes for 2 weeks What will happen to all of my mail if this office closes?

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

This is the only place where you can occasionally see your neighbors. And the girls who run the office do such nice things for the community during the holidays. This is the Community Square.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Howard Hines Sr.

Name of Postal Customer

Howard Hines Sr.

Signature of Postal Customer

18 Pine Street - P.O. Box 111

Mailing Address

Carolina WV 26563

City, State, and ZIP Code

6-21-11

Date

RECEIVED JUN 23 2011



## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the CAROLINA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would not only effect me personally but there are senior citizens who have to depend on the post office to get their checks, mail their utility's and so on. For me I hate the thought of it.  
Please keep our post office.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Paul Bradshaw  
P.O. Box 59992

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Charleston WV 25350-9992  
It would have a effects on me I am a senior citizen. It is convenience for me.  
I've lived in this community for the most of my life. I've always had the post office on hand, and I've always used our post office.

Mrs Beatrice Bayler

Name of Postal Customer

Beatrice Bayler

Signature of Postal Customer

P.O. Box 223 - 628th St.

Mailing Address

Carolina WV 26563

City, State, and ZIP Code

Date

RECEIVED JUN 27 2011



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the CAROLINA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.  
*I wouldn't be able to get mail Daily. Any Packages sent or received would be highly inconvenient.*
  
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.  
*Any other local delivery would be susceptible to Thieves.*
  
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.  
*CHARGE A \$10-20 dollar a year P.O. Box fee to increase Revenue.*

DAN BONASSO

*Dan Bonasso*

Name of Postal Customer

Signature of Postal Customer

PO Box 12

Mailing Address

CAROLINA WV 26563

6-27-11

City, State, and ZIP Code

Date

RECEIVED JUN 28 2011



### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the CAROLINA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

We find the Carolina Post Office extremely convenient, and very "accessibility" for those of us who have trouble walking. I mail "all" my packages and reg. mail from Carolina. I buy all my stamps there also.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

I do not feel that this decision was very wise, and other options could be adopted rather than close this post office.

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

For me to go to Northington, it is over 2 miles. And right on Rt. 19 no parking in the front. Parking is in back, then you have to walk up hill through the alley. Barely do we go there!!!

Jean Ramsey

Name of Postal Customer

Jean Ramsey - Cheffer

Signature of Postal Customer

284 Carolina Rd.

Mailing Address

Northington, WV 26591

City, State, and ZIP Code

June 23, 2011

Date

Paul Bradshaw

P.O. Box 59992

Charleston, WV 25350-9992

RECEIVED JUN 28 2011

## Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the CAROLINA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

It would be devastating  
to ALL RESIDENTS of CAROLINA.

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

SAME AS ONE.

3. **Other Comments.** Please provide any other views or information that you believe if Postal Service should consider in deciding whether to adopt the proposal.

I FEEL THAT TO CLOSE DOWN THE  
CAROLINA POST OFFICE WOULD BE TOTALLY  
UNFAIR TO THE RESIDENTS HERE. THIS POST  
OFFICE IS USE MORE THAN A LOT OF OTHER

REN WESLEY DOBBS

Signature of Postal Customer

Name of Postal Customer

P.O. Box 223

Mailing Address

CAROLINA WV 26563

City, State, and ZIP Code

07-05-11

Date

COMMUNITY POST OFFICES. TO CLOSE IT  
DOWN WITH NO APPARENT GOOD REASON  
IS NOT WHAT SHOULD BE DONE.

RECEIVED JUL 06 2011

### Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the CAROLINA Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Being a small Post Office, the service is much more personal and BETTER than the larger ones. \*No long lines, <sup>NO</sup> out of supplies, etc \*

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

Recently we had 911 change our house numbers. Many did not do that - they got mail at the post office. We changed our house number But the natural gas company, for one, never made the change on our invoices. The post office helps

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal. *Keep confusion away.*

We spend part of the year out of state. The main office was to temporarily forward mail. Most times the mail still came to CAROLINA and then our postal ladies had to forward it a 2nd

Name of Postal Customer

CAROL McCormick

Signature of Postal Customer

Carol McCormick

time.

Mailing Address

PO Box 129, CAROLINA, WI 26563

6-27-11

City, State, and ZIP Code

Date

When we pay for the weekly envelopes to have our mail sent - there is no problem getting it and in a timely manner. We need a post office that does service instead of putting in hours only.



08/03/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 08/03/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in dark ink, appearing to read "Paul Bradshaw".

PAUL BRADSHAW  
Post Office Review Coordinator  
PO BOX 59992  
CHARLESTON, WV 25350-9992



**A. Office**

Name: CAROLINA State: WV Zip Code: 26563  
Area: EASTERN District: APPALACHIAN PFC  
Congressional District: 1 County: MARION  
EAS Grade: 11 Finance Number: 551350  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 36. The round dated copies of the proposal have been received.

Prepared by: Paul Bradshaw Date: 08/09/2011  
Title: APPALACHIAN PFC Post Office Review Coordinator  
Tele No: (304) 561-1251 Fax No: (304) 561-1209

**NOTICE OF TAKING PROPOSAL AND COMMENTS  
UNDER INTERNAL CONSIDERATION**

Date 08/03/2011

Postal Customers of the Carolina Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Carolina Post Office, which was posted 06/02/2011 through 08/03/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Carolina Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in dark ink, appearing to read "Rick Stiltner", is written over a light gray circular postmark.

RICK STILTNER  
PO BOX 59992  
CHARLESTON, WV 25350-9992



08/09/2011

MARGUERITA BLACK  
PO BOX 91  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Carolina Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Rick Stiltner".

Rick Stiltner  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



08/09/2011

DEE BOXASSO  
PO BOX 189  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Carolina Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the economic savings of the proposed discontinuance. Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Rick Stiltner".

Rick Stiltner  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992





08/09/2011

JULIE HARTLEY  
PO BOX 172  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Carolina Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Worthington postmaster.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Rick Stiltner".

Rick Stiltner  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



08/09/2011

HOWARD HINES SR.  
PO BOX 111  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Carolina Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Worthington postmaster for more information.
- You expressed a concern about the loss of a gathering place and an information center. Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
- If this office closes, a change of address form should be filled out with your new address and turned in at a local post office. Mail will be delivered to your 911 address near your home or at a post office box at another local post office.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Rick Stiltner".

Rick Stiltner  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



08/09/2011

BEATRICE BAYLOR  
PO BOX 223  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Carolina Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Worthington postmaster for more information.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Rick Stiltner".

Rick Stiltner  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



08/09/2011

DAN BONASSO

PO BOX 12  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Carolina Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Rick Stiltner".

Rick Stiltner  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



08/09/2011

JEAN RAMSEY-CHEFRIN  
284 CAROLINA RD  
WORTHINGTON, WV 26591

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Carolina Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You were concerned about obtaining services from the carrier. Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

**SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

**HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in blue ink that reads "Rick Stiltner".

Rick Stiltner  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



08/09/2011

REV. WESLEY DOBBS  
PO BOX 223  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Carolina Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about senior citizens. Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- You expressed a concern about those customers with disabilities who are not able to go to the Post Office to pick up their mail. Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Rick Stiltner".

Rick Stiltner  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



08/09/2011

CAROL MCCORMICK  
PO BOX 129  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Carolina Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the Worthington and Idamay Post Offices and from the carrier. Special assistance will be provided as needed.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Rick Stiltner".

Rick Stiltner  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992



08/09/2011

CAROL MCCORMICK  
PO BOX 129  
CAROLINA, WV 26563

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Carolina Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about your 911 address. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator. If street delivery is approved, your mailing address will change to the 911 address thereby eliminating any confusion.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Paul Bradshaw at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Rick Stiltner".

Rick Stiltner  
Manager, Post Office Operations  
PO Box 59992  
Charleston, WV, 25350-9992





**A. Office**

Name: CAROLINA State: WV Zip Code: 26563  
Area: EASTERN District: APPALACHIAN PFC  
Congressional District: 1 County: MARION  
EAS Grade: 11 Finance Number: 551350  
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Paul Bradshaw  
Title: APPALACHIAN PFC Post Office Review Coordinator  
Tele No: (304) 561-1251

Date: 08/09/2011  
Fax No: (304) 561-1209

## Analysis of 60-Day Posting Comments

### Number of comments returned

Total questionnaires distributed	9
Favorable comments	0
Unfavorable comments	2
No opinion expressed	7
Total comments returned	9

### Postal Concerns

The following postal concerns were expressed

- Concern (No Opinion):**  
 Customer expressed a concern about their 911 address.

**Response:**  
 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator. If street delivery is approved, your mailing address will change to the 911 address thereby eliminating any confusion.
- Concern (No Opinion):**  
 Customer was concerned about what would happen to their mail if this office closed.

**Response:**  
 If this office closes, a change of address form should be filled out with your new address and turned in at a local post office. Mail will be delivered to your 911 address near your home or at a post office box at another local post office.
- Concern (No Opinion):**  
 Customers expressed concern for those customers with disabilities who are not able to go to the Worthington Post Office to pick up their mail.

**Response:**  
 Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.
- Concern (No Opinion):**  
 Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

**Response:**  
 Courteous and helpful service will be provided by personnel at the Worthington and Idamay Post Offices and from the carrier. Special assistance will be provided as needed.
- Concern (No Opinion):**  
 Customers were concerned about mail security.

**Response:**  
 Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.
- Concern (No Opinion):**  
 Customers were concerned about obtaining services from the carrier.

**Response:**  
 Most retail services provided at the post office are available from the carrier and do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

### PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using a Stamps by Mail order form, available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

### PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

### SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

### HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

- Concern (No Opinion):**  
 Customers were concerned about senior citizens.

**Response:**  
 Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
- Concern (No Opinion):**  
 Customers were concerned about senior citizens.

**Response:**  
 Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Worthington postmaster for more information.
- Concern (Unfavorable):**  
 Customers expressed concern for those customers with disabilities who are not able to go to Worthington Post Office to pick

up their mail.

**Response:**

Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Worthington postmaster.

**Nonpostal Concerns**

The following nonpostal concerns were expressed

1. **Concern (No Opinion):**  
Customers were concerned about the loss of a gathering place and an information center.

**Response:**

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

2. **Concern (Unfavorable):**  
Customers questioned the economic savings of the proposed discontinuance.

**Response:**

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.

Date of Posting: 06/02/2011

Posting Round Date:

Date of Removal: 08/03/2011

Removal Round Date:

PROPOSAL TO CLOSE  
THE CAROLINA, WV POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE  
(REVISED)

DOCKET NUMBER 1357079 - 26563

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Carolina, WV Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Worthington Post Office, located two miles away. Service may be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on April 01, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Workload and revenue has declined with the small number of customers and minimal number of daily retail transactions. The Postal Service feels continued operations of the Carolina post office may not be warranted. The close proximity of the Idamay post office and rural delivery within the community will continue to provide a maximum degree of regular and effective service.

The Carolina Post Office, an EAS-11 level, provides service from 07:30 to 12:00 - 12:30 to 16:00 Monday - Friday, 08:00 to 09:45 Saturday and lobby hours of 07:30 to 12:00-12:30 to 16:00 on Monday - Friday and 08:00 to 10:00 on Saturday to 185 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 17 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$21,638 ( 56 revenue units) in FY 2008; \$19,210 ( 50 revenue units) in FY 2009; and \$17,319 ( 45 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 21, 2011, representatives from the Postal Service were available at the Carolina Post Office to answer questions and provide information to customers. 70 customer(s) attended the meeting.

On March 18, 2011, 210 questionnaires were distributed to delivery customers of the Carolina Post Office. Questionnaires were also available over the counter for retail customers at the Carolina Post Office. 61 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 10 favorable, 18 unfavorable, and 33 expressed no opinion.

One congressional inquiry was received on May 31, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Worthington Post Office, an EAS-13 level office. Window service hours at the Worthington Post Office are from 07:30 to 11:30 - 12:00 to 16:00, Monday through Friday, and 08:00 to 10:30 on Saturday. There are 511 post office boxes available.

Retail service is also available at the Idamay Post Office an EAS-11 level office, located two miles away. Window service hours at Idamay Post Office are from 07:30 to 12:00 - 12:30 to 16:00, Monday through Friday and 08:00 to 09:45 on Saturday. There are 264 post office boxes available for rent.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

- |                    |  |
|--------------------|--|
| 1. <b>Concern:</b> | Customer expressed a concern about five day delivery at the Carolina Post Office.  |
| <b>Response:</b>   | The proposed five-day delivery plan cannot be implemented until Congress changes the law, then the Postal Service would request an advisory opinion from the Postal Regulatory Commission.   |
| 2. <b>Concern:</b> | Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail.   |
| <b>Response:</b>   | Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster. |
| 3. <b>Concern:</b> | Customers expressed concern for those customers with disabilities who are not able to go to the Worthington Post Office to pick up their mail.   |

**Response:**

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

4. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to Worthington Post Office to pick up their mail.

**Response:**

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

5. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

**Response:**

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

6. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

**Response:**

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately \$43,897. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

7. **Concern:**

Customers were concerned about mail security.

**Response:**

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

8. **Concern:**

Customers were concerned about obtaining services from the carrier.

**Response:**

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide

the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

9. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
10. **Concern:** Customers were concerned about vandalism of their mail box.
- Response:** Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department and the Postal Inspection Service.
11. **Concern:** Customer expressed a concern about their 911 address.
- Response:** 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator. If street delivery is approved, your mailing address will change to the 911 address thereby eliminating any confusion.
12. **Concern:** Customer was concerned about what would happen to their mail if this office closed.
- Response:** If this office closes, a change of address form should be filled out with your new address and turned in at a local post office. Mail will be delivered to your 911 address near your home or at a post office box at another local post office.
13. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
- Response:** Courteous and helpful service will be provided by personnel at the Worthington and Idamay Post Offices and from the carrier. Special assistance will be provided as needed.
14. **Concern:** Customer expressed a concern about package delivery.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

15. **Concern:** Customer inquired concerning the type of service that would be available if the post office closed.
- Response:** Rural style delivery will be made available to the community.
16. **Concern:** Customer inquired into the contract with UPS.
- Response:** The Postal Service has a contract with UPS to deliver packages to rural areas. UPS brings their packages to the Post Office and the letter carriers deliver the packages the "last mile".
17. **Concern:** Customers asked why their post office was being discontinued while others were retained.
- Response:** Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
18. **Concern:** Customers expressed concern over the dependability of rural route service.
- Response:** Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
19. **Concern:** Customers were concerned about a change of address.
- Response:** Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.



**Some advantages of the proposal are:**

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Carolina is an unincorporated community located in MARION County. The community is administered politically by the Marion County Commission. Police protection is provided by the Marion County Sheriff's Department. Fire protection is provided by the Worthington VFD. The community is comprised of retirees, low-income families, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Carolina United Methodist Church, Shiloh Baptist, Carolina Head Start, Carolina Improvement Association and the Greater Marion PSD. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Carolina Post Office will be available at the Worthington Post Office. Government forms normally provided by the Post Office will also be available at the Worthington Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- |                    |   |
|--------------------|---|
| 1. <b>Concern:</b> | Customer expressed a concern about the loss of the community bulletin board at the Post Office.   |
| <b>Response:</b>   | A community bulletin board is available at the Worthington and Idamay Post Offices for community announcements.   |
| 2. <b>Concern:</b> | Customers expressed concern for loss of community identity.   |
| <b>Response:</b>   | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Carolina Post Office name and ZIP Code. |
| 3. <b>Concern:</b> | Customers questioned the economic savings of the proposed discontinuance.   |
| <b>Response:</b>   | Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.   |
| 4. <b>Concern:</b> | Customers were concerned about the loss of a gathering place and an information center.   |
| <b>Response:</b>   | Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.   |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on April 01, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 43,897 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 6,000</u>
Total Annual Costs	\$ 50,279
Less Annual Cost of Replacement Service	<u>- \$ 6,382</u>
Total Annual Savings	<u>\$ 43,897</u>

A one-time expense of \$ 4000 will be incurred for the movement of this facility.

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

### VI. SUMMARY

The Postal Service is proposing to close the Carolina, WV Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Worthington Post Office, located two miles away. Service may be provided to cluster box units (CBUs).

The postmaster retired on April 01, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Carolina Post Office provided delivery and retail service to 185 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 17. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$43,897 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Carolina Post Office, Idamay Post Office and Worthington Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



RICK STILTNER  
Manager, Post Office Operations

06/02/2011  
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 05/24/2011																								
2. Post Office Name CAROLINA		3. State and ZIP + 4 Code WV, 26563-9998																										
4. District, Customer Service APPALACHIAN PFC	5. Area, Customer Service EASTERN	6. County MARION	7. Congressional District 1																									
8. Reason for Proposal to Discontinue Workload and revenue has declined with the small number of customers and minimal number of daily retail transactions. The Postal Service feels continued operations of the Carolina post office may not be warranted. The close proximity of the Idamay post office and rural delivery within the community will continue to provide a maximum degree of regular and effective service.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 04/01/2010  b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career  c. Current PM POSITION Level (150) Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 0 No of Non-Career- 1		a. Time M-F 07:30 to 12:00 - 12:30 to 16:00 Sat 08:00 to 09:45 Total Window Hours Per Week  a. Lobby Time M-F 07:30 to 12:00-12:30 to 16:00 Sat 08:00 to 10:00 41.45																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 185 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 185 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 16.80		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>490</td><td>56</td></tr> <tr><td>b. Newspaper</td><td>0</td><td>0</td></tr> <tr><td>c. Parcel</td><td>12</td><td>0</td></tr> <tr><td>d. Other</td><td>94</td><td>1</td></tr> <tr><td>e. Total</td><td>596</td><td>57</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	490	56	b. Newspaper	0	0	c. Parcel	12	0	d. Other	94	1	e. Total	596	57	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	490	56																										
b. Newspaper	0	0																										
c. Parcel	12	0																										
d. Other	94	1																										
e. Total	596	57																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										
Finances a. FY		Receipts	b. EAS Step 1 PM Basic Salary (no Cola)	c. PM Fringe Benefits (33.5% of b.)																								
2008		\$ 21,638	\$ 33168	\$11,111																								
2009		\$ 19,210																										
2010		\$ 17,319																										
16a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 10/31/2016 Annual Lease \$ 6000  30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by)  Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
16b. Explain: 90-day cancellation clause																												
17. Schools, Churches and Organization in Service Area: No: 3 Carolina United Methodist Church, Shiloh Baptist, Carolina Head Start		19. Administrative/Emanating Office (Proposed): Name WORTHINGTON EAS Level 13 Miles Away 1.8 Window Service Hours: M-F 07:30 to 11:30 - SAT 08:00 to 10:30 Lobby Hours: M-F 07:30 to 11:30 - SAT 08:00 to 10:30 PO Boxes Available: 511																										
18. Businesses in Service Area: No: 2 Carolina Improvement Association and the Greater Marion PSD		20. Nearest Post Office (if different from above): Name IDAMAY EAS Level 11 Miles Away 1.6 Window Service Hours: M-F 07:30 to 12:00 - SAT 08:00 to 09:45 Lobby Hours: M-F 24 hours SAT 24 hours PO Boxes Available: 264																										
21. Prepared by																												
Printed Name and Title PAUL BRADSHAW		Signature PAUL BRADSHAW		Telephone No. AC () (304) 561-1251																								
PO Discontinuance Coordinator Name PAUL BRADSHAW		Telephone No. AC () (304) 561-1251		Location CHARLESTON, WV																								



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08/09/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record  
CAROLINA  
Docket Number 1357079 - 26563

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script that reads "Darryl K. Myers".

DARRYL MYERS  
District Manager

## LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: CAROLINA, WV, 26563-9998  
EAS Level: 11  
District: APPALACHIAN PFC  
County: MARION  
Congressional District: 1  
Proposal: ☒ Close ☐ Consolidate  
Reason For Proposed: retired  
Alternate Service Proposed: Rural Route Service  
Customers Affected:  
Post Office Box: 185  
General Delivery: 0  
Rural Route: 0  
Highway Contract Route (HCR): 0  
City Route: 0  
Intermediate Rural: 0  
Intermediate HCR: 0  
Total number of customers: 185

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
04/01/2010	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 1 Other Employees: 1
02/04/2011	District manager authorization to study.
03/18/2011	Questionnaires sent to customers. Number sent: 210 Number Returned: 61 Analysis: Favorable 10 Unfavorable 18 No Opinion 33
	Petition received. Number of signatures: 0 Concerns expressed:
05/31/2011	Congressional inquiry received: Yes Concerns expressed: How Senior Citizens can be accommodated with the closure of the Carolina post office, vandalism and traveling to other post offices to conduct business.
05/27/2011	Proposal and checklist sent to district for review.
05/24/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/27/2011	Proposal and invitation for comments posted and round-dated.
08/09/2011	Proposal and invitation for comments removed and round-dated. Comment Analysis: Favorable 0 Unfavorable 2 No Opinion 7 9
None	Premature PRC appeal received. Concerns expressed:
05/24/2011	Updated PS Form 4920 completed (if necessary).
08/09/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal: Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

PAUL BRADSHAW  
Name/Title  
PAUL BRADSHAW  
District Post Office Review Coordinator

(304) 561-1251  
Telephone Number  
(304) 561-1251  
Telephone Number



08/19/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS  
UNITED STATES POSTAL SERVICE  
475 L'ENFANT PLAZA ROOM 5621  
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Carolina Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Paul Bradshaw, Post Office Review Coordinator, at (304) 561-1251 or Rick Stiltner Manager Post Office Operations.

A handwritten signature in dark ink, appearing to read "Darryl K. Myers".

DARRYL MYERS  
DISTRICT MANAGER  
PO BOX 59992  
CHARLESTON, WV 25350-9992

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4C/P1357079.pdf>)  
Headquarters acknowledgment of receipt of official record (optional)  
Self-addressed envelope

cc: Vice President, EASTERN Area (no enclosures)

### Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the CAROLINA was received by 08/23/2011.  
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700  
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

**\*Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.



09/02/2011

OFFICER-IN-CHARGE/POSTMASTER  
Carolina Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Carolina Post Office Final Determination  
Docket No. 1357079 - 26563

Please post in the lobby the enclosed final determination to close the Carolina Post Office. The final determination must be posted in a prominent place from 09/02/2011 through close of business on 10/04/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 10/05/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (304) 561-1251.

Sincerely,

A handwritten signature in cursive script that reads "Paul Bradshaw".

PAUL BRADSHAW  
POST OFFICE REVIEW COORDINATOR  
PO BOX 59992  
CHARLESTON, WV 25350-9992



Date of Posting:

Date of Removal:

FINAL DETERMINATION TO CLOSE  
THE CAROLINA, WV POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1357079 - 26563

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Carolina, WV Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Worthington Post Office, located two miles away. Service will be provided to cluster box units (CBUs).

CBUs are secure free-standing units of individually locked mail compartments installed and maintained by the Postal Service at no cost to the customer. A parcel locker may also be installed.

The postmaster position became vacant when the postmaster retired on April 01, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Workload and revenue has declined with the small number of customers and minimal number of daily retail transactions. The Postal Service feels continued operations of the Carolina post office may not be warranted. The close proximity of the Idamay post office and rural delivery within the community will continue to provide a maximum degree of regular and effective service.

The Carolina Post Office, an EAS-11 level, provides service from 07:30 to 12:00 - 12:30 to 16:00 Monday - Friday, 08:00 to 09:45 Saturday and lobby hours of 07:30 to 12:00-12:30 to 16:00 on Monday - Friday and 08:00 to 10:00 on Saturday to 185 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 17 transaction(s) accounting for 17 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$21,638 ( 56 revenue units) in FY 2008; \$19,210 ( 50 revenue units) in FY 2009; and \$17,319 ( 45 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 21, 2011, representatives from the Postal Service were available at the Carolina Post Office to answer questions and provide information to customers. 70 customer(s) attended the meeting.

On March 18, 2011, 210 questionnaires were distributed to delivery customers of the Carolina Post Office. Questionnaires were also available over the counter for retail customers at the Carolina Post Office. 61 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 10 favorable, 18 unfavorable, and 33 expressed no opinion.

One congressional inquiry was received on May 31, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Worthington Post Office, an EAS-13 level office. Window service hours at the Worthington Post Office are from 07:30 to 11:30 - 12:00 to 16:00, Monday through Friday, and 08:00 to 10:30 on Saturday. There are 511 post office boxes available.

Retail service is also available at the Idamay Post Office an EAS-11 level office, located two miles away. Window service hours at Idamay Post Office are from 07:30 to 12:00 - 12:30 to 16:00, Monday through Friday and 08:00 to 09:45 on Saturday. There are 264 post office boxes available for rent.

The proposal to close the Carolina Post Office was posted with an invitation for comment at the Carolina Post Office, Idamay Post Office and Worthington Post Office from June 02, 2011 to August 03, 2011. The following additional concerns were received during the proposal posting period:

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|--------------------|--|
| 1. <b>Concern:</b> | Customer expressed a concern about five day delivery at the Carolina Post Office.  |
| <b>Response:</b>   | The proposed five-day delivery plan cannot be implemented until Congress changes the law, then the Postal Service would request an advisory opinion from the Postal Regulatory Commission.   |
| 2. <b>Concern:</b> | Customers expressed concern for those customers with disabilities who are not able to go to adminoffice Post Office to pick up their mail.   |
| <b>Response:</b>   | Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster. |
| 3. <b>Concern:</b> | Customers expressed concern for those customers with disabilities who are not able to go to the Worthington Post Office to pick up their mail.   |

**Response:**

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

4. **Concern:**

Customers expressed concern for those customers with disabilities who are not able to go to Worthington Post Office to pick up their mail.

**Response:**

Customers are not required to travel to another post office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the administrative postmaster.

5. **Concern:**

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community.

**Response:**

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

6. **Concern:**

Customers questioned the economic savings of the proposed discontinuance. Concern was also expressed that too much money was spent in the larger cities.

**Response:**

Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings of approximately \$43,897. Additional funds are necessary in larger cities because of a greater workload. Larger cities often realize greater revenue which can offset their greater expenses.

7. **Concern:**

Customers were concerned about mail security.

**Response:**

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

8. **Concern:**

Customers were concerned about obtaining services from the carrier.

**Response:**

Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

**PURCHASING STAMPS BY MAIL**

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

**PURCHASING POSTAL MONEY ORDERS**

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the

customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### **SPECIAL SERVICES**

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

#### **HOLDING MAIL**

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

9. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or CBUs. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the administrative postmaster for more information.
10. **Concern:** Customers were concerned about vandalism of their mail box.
- Response:** Mailbox owners can help prevent the vandalism or destruction of their mailboxes by obtaining Postal Service Label 33, Warning: Penalty for Damage to Mailboxes and Theft of Mail, from the Postal Inspection Service. The label can be affixed to a mailbox and warns of the penalties for willful damage to mailboxes and theft of mail. In addition, the Postal Inspection Service advises a customer who discovers someone tampering with a personal or neighbor's mailbox to obtain a description of the culprit and his or her vehicle, including license plate number, and to immediately report the information to the local police or sheriff's department and the Postal Inspection Service.
11. **Concern:** Customer expressed a concern about their 911 address.
- Response:** 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator. If street delivery is approved, your mailing address will change to the 911 address thereby eliminating any confusion.
12. **Concern:** Customer was concerned about what would happen to their mail if this office closed.
- Response:** If this office closes, a change of address form should be filled out with your new address and turned in at a local post office. Mail will be delivered to your 911 address near your home or at a post office box at another local post office.
13. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
- Response:** Courteous and helpful service will be provided by personnel at the Worthington and Idamay Post Offices and from the carrier. Special assistance will be provided as needed.
14. **Concern:** Customer expressed a concern about package delivery.
- Response:** Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport.

15. **Concern:** Customer inquired concerning the type of service that would be available if the post office closed.
- Response:** Rural style delivery will be made available to the community.
16. **Concern:** Customer inquired into the contract with UPS.
- Response:** The Postal Service has a contract with UPS to deliver packages to rural areas. UPS brings their packages to the Post Office and the letter carriers deliver the packages the "last mile".
17. **Concern:** Customers asked why their post office was being discontinued while others were retained.
- Response:** Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
18. **Concern:** Customers expressed concern over the dependability of rural route service.
- Response:** Rural letter carriers perform a vital function in the United States Postal Service serving thousands of families and businesses in rural and suburban areas while traveling millions of miles daily. Rural letter carriers are highly respected by the American public. This respect has been earned by many years of dedication to the Postal Service and to postal customers. During national and local emergencies, including prolonged periods of extreme weather conditions, rural carriers have demonstrated great responsibility in providing mail service to postal customers. Rural carriers are required to serve the route expeditiously and arrive at boxes at about the same time each day.
19. **Concern:** Customers were concerned about a change of address.
- Response:** Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

**Some advantages of the proposal are:**

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

**Some disadvantages of the proposal are:**

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

## **II. EFFECT ON COMMUNITY**

Carolina is an unincorporated community located in MARION County. The community is administered politically by the Marion County Commission. Police protection is provided by the Marion County Sheriff's Department. Fire protection is provided by the Worthington VFD. The community is comprised of retirees, low-income families and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Carolina United Methodist Church, Shiloh Baptist, Carolina Head Start, Carolina Improvement Association and the Greater Marion PSD . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Carolina Post Office will be available at the Worthington Post Office. Government forms normally provided by the Post Office will also be available at the Worthington Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

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|--------------------|---|
| 1. <b>Concern:</b> | Customer expressed a concern about the loss of the community bulletin board at the Post Office.   |
| <b>Response:</b>   | A community bulletin board is available at the Worthington and Idamay Post Offices for community announcements.   |
| 2. <b>Concern:</b> | Customers expressed concern for loss of community identity.   |
| <b>Response:</b>   | A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Carolina Post Office name and ZIP Code. |
| 3. <b>Concern:</b> | Customers questioned the economic savings of the proposed discontinuance.   |
| <b>Response:</b>   | Carrier service can be and, in this case, is more cost-effective than maintaining a postal facility and a postmaster position. The Postal Service estimates an annual savings with this change.   |
| 4. <b>Concern:</b> | Customers were concerned about the loss of a gathering place and an information center.   |
| <b>Response:</b>   | Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.   |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

### III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on April 01, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 43,897 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 6,000</u>
Total Annual Costs	\$ 50,279
Less Annual Cost of Replacement Service	<u>- \$ 6,382</u>
Total Annual Savings	<u>\$ 43,897</u>

A one-time expense of \$ 4000 will be incurred for the movement of this facility.

### V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

This is the final determination to close the Carolina, WV Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Worthington Post Office, located two miles away. Service will be provided to cluster box units (CBUs).

The postmaster retired on April 01, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Carolina Post Office provided delivery and retail service to 185 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 17. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$43,897 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

## VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Carolina Post Office, Idamay Post Office and Worthington Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Carolina Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Carolina Post Office, Idamay Post Office and Worthington Post Office during normal office hours.



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Dean J Granholm  
Vice President of Delivery and Post Office Operations

08/30/2011

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Date



Date of Posting: 09/02/2011

Date of Removal: 10/04/2011



FINAL DETERMINATION TO CLOSE  
THE CAROLINA, WV POST OFFICE  
AND ESTABLISH  
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1357079 - 26563